

# Pharmagro Data Policy

Effective Date: 1 September 2025 Last Updated: 1 September 2025

## Who We Are

This website is operated by Pharmagro Ltd, a company registered in the United Kingdom, providing software-as-a-service (SaaS) and consulting services to pharmaceutical companies. Our registered office is located at 18 Cheveley Road, Saxon Street, Newmarket, CB8 9RN. Company No. 15719471

## Your Privacy Matters

We are committed to protecting your personal data and respecting your privacy. This policy explains how we collect, use, disclose, and safeguard your information when you visit our website or engage with our services.

## Purpose of This Policy

This policy outlines how Pharmagro protects personal and proprietary data entrusted to us by pharmaceutical clients. It ensures compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## Scope

This policy applies to:

- All employees, contractors, and third-party service providers acting on behalf of Pharmagro
- All data processed, stored, or transmitted via Pharmagro's cloud-based systems
- All client data, including proprietary pharmaceutical information and personal data

## Data We Handle

Pharmagro may process the following types of data:

- Client Business Data: Research findings, production metrics, regulatory documentation
- Personal Data: Names, job titles, contact details of client representatives
- Technical Data: System logs, access records, and usage analytics

We do not collect or process data beyond what is necessary for service delivery.

## Cloud Data Processing

All data is stored and processed in secure cloud environments that meet industry standards for encryption, access control, and redundancy. Our cloud providers are vetted for compliance with UK GDPR and ISO 27001 certification.

## Data Sharing & Disclosure

Pharmagro does not share, sell, or disclose client data to any third parties, individuals, or organizations outside of the agreed scope of service. Data access is strictly limited to authorized personnel on a need-to-know basis.

## **Data Protection Principles**

We adhere to the following principles:

Principle	Description
Lawfulness, Fairness	Data is processed legally and transparently
Purpose Limitation	Data is used only for specified, legitimate purposes
Data Minimization	Only necessary data is collected and retained
Accuracy	Data is kept accurate and up to date
Storage Limitation	Data is retained only as long as necessary
Integrity & Confidentiality	Data is protected against unauthorized access, loss, or damage
Accountability	Pharmagro maintains records and audits to demonstrate compliance

## **Data Subject Rights**

Clients and individuals whose data we process have the right to:

- Access their personal data
- Request correction or deletion
- Object to or restrict processing
- Withdraw consent (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO)

Requests can be submitted to: [nick@pharmagro.co.uk](mailto:nick@pharmagro.co.uk)

## **Roles & Responsibilities**

- Data Protection Officer (DPO): Oversees compliance and responds to data requests
- Employees & Contractors: Must follow internal data handling procedures and report any breaches immediately

## **Data Breach Protocol**

In the event of a data breach, Pharmagro will:

1. Notify affected clients as soon as we have knowledge of the breach
2. Investigate and document the breach
3. Take corrective actions to prevent recurrence
4. Report to the ICO if required

**Contact Information** : [nick@pharmagro.co.uk](mailto:nick@pharmagro.co.uk)