

Information about our Insurance Services

Our Statutory Status

National Pharmacy Association Ltd (1281757) Mallinson House, 38-42 St Peter's Street, St Albans, Herts AL1 3NP, is authorised and regulated by the Financial Conduct Authority.

You can check our statutory status on the Financial Conduct Authority's register at www.fca.org.uk or by contacting the FCA on 0800 111 6768. Our FCA registration number is 314360.

About our insurance services

National Pharmacy Association only offers the insurance of its subsidiary, NPA Insurance Ltd and Arc Legal Assistance Ltd.

You will not receive a recommendation from us for any of the insurance/indemnity products provided by us.

NPA owns 100% of the voting rights of NPA Insurance Ltd.

What will I have to pay for your service?

You will not be charged a fee for our services.

What do I do if I want to complain?

NPA strives to provide their customers with the highest level of service. If you wish to make comments of any kind about their services please contact 01727 858687 or write to the Head of Membership at NPA, 38-42 St Peter's Street, St Albans, Herts AL1 3NP.

If you are not satisfied with the way we have dealt with your complaint, please write to the Chief Executive at NPA, 38-42 St Peter's Street, St Albans, Herts AL1 3NP.

In the unlikely event that you remain dissatisfied, you may be entitled to refer your complaint to the Financial Ombudsman Service in the UK. You can find out more at www.financial-ombudsman.org.uk or by calling 0800 023 4567. This does not affect your rights to take legal action.

Am I entitled to compensation?

In the event that NPA is unable to meet their liabilities you may be entitled to compensation from the Financial Services Compensation Scheme.

For compulsory insurance you may be entitled to compensation of up to 100% of the claim.
For all other types of insurance you may be entitled to compensation of up to 90% of the claim.

Further information is available from the Financial Services Compensation Scheme Website at www.fscs.org.uk or by calling **0800 678 1100**.

Data Protection Notice

National Pharmacy Association Privacy Statement

We, being the NPA Group of companies, hold and process all personal information ("Information") in accordance with the General Data Protection Regulations 2018.

By submitting your Information (which may include sensitive personal information) to us at any time in connection with administering your membership and supporting membership services, you consent to your information being processed by us in accordance with this Privacy Statement. If your information changes or you wish to change your preferences, please inform us of the change so that we can update our records.

Members

We will use information to contact you in connection to the member services that the NPA Group provide by post, telephone, electronically and by other means for the following purposes:

- to administer the relationship between you and the NPA Group, and manage business processes provided within your membership in support of this (which may include using third parties)
- to promote the interests of members to the public, and
- to offer you access to facilities such as NPA information, NPA training courses, NPA products and services and NPA insurance

We also reserve the right:

- to use your information for statistical analysis,
- to analyse your use of our website and related services using, for example, "cookies" when you access those services,
- to use your information to deliver membership services,
- to communicate new and existing resources, information, products and services available to you within your membership,
- to transfer our business assets or our rights under any Group product (which include Information) on sale or merger of the whole or part of the NPA Group. We may do this without contacting you, and
- to transfer our Information as required to obtain legal advice, comply with legal and regulatory requirements, protect our rights and property, and the safety of our employees, clients, suppliers and others.

We will also ask your consent:

- to transfer Information to other companies ("Other Companies"), with your consent, which we screen on your behalf to make sure that they are offering products or services that are likely to be of value to pharmacy businesses and professionals. In the unlikely event that you find communication from these Other Companies unwelcome, you may at any time elect not to receive such communication in future. Likewise, you may elect not to receive marketing communications from us. Should you opt out of either, you will not have to opt out again upon renewal of your membership

You must obtain consent from and show this privacy statement to anyone whose personal information you have submitted to us as part of your joining or renewal information. You have the right to request copies of the Information we hold about you. If you would like to know what information we hold about you, contact the Data Manager, NPA, Mallinson House, 38-42 St Peter's Street, St Albans, AL1 3NP.

Customers and other contacts

Others who receive or provide information, products and services to/from the NPA which include, but are not limited to, Contracted Customers, Associates, Students, Affiliates, Suppliers and LPCs will receive information relevant to their preferences from the NPA Group provided by post, telephone, electronically and by other means for the following purposes:

- to administer the relationship between you and the NPA Group, and manage business processes you have subscribed to or contracted through the NPA Group in support of this (which may include using third parties),
- to provide Community Pharmacy Sector information, and
- to offer you access to facilities such as NPA information, NPA training courses, NPA products and services and NPA insurance

We also reserve the right:

- to analyse your use of our website and related services using, for example, "cookies" when you access those services,
- to communicate new and existing resources, information, products and services available to you which you have consented to, and
- to transfer our Information as required to obtain legal advice, comply with legal and regulatory requirements, protect our rights and property, and the safety of our employees, clients, suppliers and others.

We will also ask your consent:

- to transfer Information to other companies ("Other Companies"), with your consent, which we screen on your behalf to make sure that they are offering products or services that are likely to be of value to pharmacy businesses and professionals. In the unlikely event that you find communication from these Other Companies unwelcome, you may at any time elect not to receive such communication in future. Likewise, you may elect not to receive marketing communications from us. Should you opt out of either, you will not have to opt out again upon renewal of your membership

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The NPA Group comprises:

- National Pharmacy Association Limited
- NPA Insurance Limited

The NPA Group follows a Data Protection Breach Reporting process and train its staff to recognise when a breach has occurred, to avoid Data Protection breaches and how to report to the relevant supervisory authority.

Please refer also to the NPA Cookie and Website Usage Policy, NPA Insurance privacy policy, and the NPA Data Retention Policy.