

## Medical enquiry-related personal data

	<b>Data collected by the organisation</b>	<b>Source of data</b>	<b>Why data is processed</b>	<b>Legal basis of processing</b>	<b>Where data is stored</b>	<b>Retention period</b>	<b>Deletion/destruction arrangements</b>	<b>Recipients of data</b>
Contact information	Enquirer's: name address telephone no. email address	Enquirer	To respond to the enquiry  To identify and monitor any potential safety, efficacy or quality-related issues with the product	Article 6 (1) (f)  The personal data will be kept confidential with access limited to the medical enquiries team and, if applicable, the quality assurance team. It will not be used for any purpose other than those listed under 'Why data is processed'. On balance, the organisation's legitimate interests are not overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.	In individual files (in hard copy or electronic format, or both).	10 years from end of calendar year in which enquiry is made	Data will be deleted from live electronic systems and hard copies shredded at the end of the retention period.  Backup emails will be retained for 12 years before deletion and backups of all other electronic information will be destroyed after 30 days	Pharmacovigilance provider