

**Product quality complaint-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 | Reporter's:<br>name<br>address<br>telephone number<br>email address | Reporter of product quality complaint | To fulfil the data controller's legal obligation to implement a system for recording and investigating complaints about its medicinal products | Article 6 (1) (c)                                | In individual files (in hard copy or electronic format, or both). | 6 years from end of calendar year in which report is made | Personal data will be deleted from live electronic systems and hard copies shredded at the end of the retention period.<br><br>Backup emails will be retained for 12 years from the end of the calendar year in which they are generated before deletion and backups of all other electronic information will be destroyed after 30 days | None   |
| Product information | Dosage<br>Form<br>Strength  | Reporter of product quality complaint | To fulfil the data controller's legal obligation to implement a system for recording and investigating complaints about its medicinal products | Article 9 (2) (i) if reporter is user of product | In individual files (in hard copy or electronic format, or both). | 6 years from end of calendar year in which report is made | Personal data will be deleted from live electronic systems and hard copies shredded at the end of the retention period.<br><br>Backup emails will be retained for 12 years from the end of the calendar year in which they are generated before deletion and backups of all other electronic information will be destroyed after 30 days | Medicines and Healthcare products Regulatory Authority (MHRA) but personal data is anonymised so that the reporter cannot be identified. |

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|--------------------------|--|---------------------------------------|--|--|---|---|---|--|
| Description of complaint | E.g. lack of efficacy, tablets missing from pack, pack damaged | Reporter of product quality complaint | To fulfil the data controller's legal obligation to implement a system for recording and investigating complaints about its medicinal products | Article 9 (2) (i) if reporter is user of product | In individual files (in hard copy or electronic format, or both). | 6 years from end of calendar year in which report is made | <p>Personal data will be deleted from live electronic systems and hard copies shredded at the end of the retention period.</p> <p>Backup emails will be retained for 12 years from the end of the calendar year in which they are generated before deletion and backups of all other electronic information will be destroyed after 30 days</p> | Medicines and Healthcare products Regulatory Authority (MHRA) but personal data is anonymised so that the reporter cannot be identified. |
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