The Dispensing Doctors' Association Privacy Notice

The DDA is committed to respecting your privacy and to complying with current data protection and privacy laws.

If you would like any more information about our privacy policy, please email dataprotection@dispensingdoctor.org

This privacy policy covers our use of your personal information, which is collected through or in connection with your membership of The Dispensing Doctors' Association Ltd, our website http://www.dispensingdoctor.org/, or your contact with The Dispensing Doctors' Association Ltd.

What information do we hold about you?

Member practices

When a practice joins the DDA, we collect the name and email addresses of individual members, the practice manager and/or the finance manager. Other members of the practice can also provide their name and email address to receive our newsletters and alerts. Those working in the dispensary can apply to register on the Register of Dispensers and we will hold your name, email address and qualifications collected from the completed application form.

We will retain this information while your practice continues to be a member of the DDA.

Individual Members

We hold your name, email address and the practice address. This is the information you provided on your membership form when you joined the DDA.

We are legally obliged to retain this information as a Register of Members under company law.

Non-Members - Email newsletter recipients

Anyone can receive the regular newsletters and urgent news items by providing the DDA with their name, email address and which area of the UK they are interested in. You receive it as you expressly asked to be added to the mailing list. You have the right to stop us from sending you our email newsletter and can opt out at any time by emailing office@dispensingdoctor.org

We will continue to send you the newsletter until you tell us not to.

Members of Parliament

We hold the name and email address and constituency of every UK MP. We collect this information from the internet where it is freely available.

We will hold this information while you are the elected representative for your constituency.

Enquirers with written queries

Individuals in member practices are entitled to submit enquiries on matters relating to dispensing for advice from the DDA. Non-members may also submit enquiries which may be answered depending on the nature of the enquiry.

We keep a file of enquiries received and replies sent which includes the name and email address of the enquirer. We maintain this file solely to provide an audit trail of the advice we give.

Speakers and presenters at DDA events

We keep the name, email address and any other details given to us by individuals who agree to take part in a DDA event as a presenter, speaker etc. This may include biographical data and a photo image.

How will we use the information about you?

Member organisations and Individual members

We will use the information we hold about you to ensure that you receive the maximum benefits from your subscription to the DDA including:

- Your email address will be used to send you email alerts about important news items relating to dispensing. This is a member service specified in our subscription information when you joined the DDA or renewed your membership.
- Your email address will also be used to send you a regular email newsletter updating and informing you about matters, products and services relating to dispensing. It is in our legitimate interests to send this to you as one of the stated purposes of the DDA is to keep members informed and up-to-date. You may opt out of this by emailing office@dispensingdoctor.org.
- We will also use your email to invite you to renew your subscription to the DDA or to the Register of Dispensers annually.
- We may contact you to ensure that the details we hold about you or your practice are up to date.
- We work with a third party to organise the annual Dispensing Doctors' Association Conference and we will give your email address to them for the sole purpose of sending you information about a forthcoming conference. We will tell you when this is going to happen through our email newsletters.

The DDA will not share your details with any other organisation or company without your consent, unless we are legally entitled and required to do so, or if we believe such an action is necessary to defend our rights, property or personal safety and those of our members and users.

Non-member email newsletter recipients

We will send you email newsletters as you have requested.

We work with a third party to organise the annual Dispensing Doctors' Association Conference and we will give your email address to them for the sole purpose of sending you information about a forthcoming conference. We will tell you when this is going to happen through our email newsletters.

The DDA will not share your details with any other organisation or company without your consent, unless we are legally entitled and required to do so, or if we believe such an action is necessary to defend our rights, property or personal safety and those of our members and users.

Members of Parliament

The DDA contacts MPs by email about matters relating to dispensing as and when required. We have a legitimate interest in doing this as our members expect that we will represent and protect their interests by influencing and where appropriate, lobbying decision makers. You may opt out of this by emailing office@dispensingdoctor.org.

Speakers and presenters at a DDA event

We will use your information to organise, manage and promote the event in which you have agreed to participate. We may also use it to invite you to participate in a future event.

Where we work with a third party to stage an event, your information will be shared with them for the same purposes.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of all or some of your information, please email dataprotection@dispensingdoctor.org. There may be a small charge for this service.

We want to make sure that your personal information is up to date and accurate. You may ask us to correct or remove information you think is inaccurate.

Security of your personal data

The DDA take the security of your personal data very seriously and we have implemented technological solutions and policies with the objective of protecting it from unauthorised access and improper use. We will strive to update these measures as new technology becomes available. However please note, there are always risks associated with providing personal data and no system of technology is completely safe and 'tamper' or 'hacker-proof'.

Chat Rooms, Notice boards and Newsgroups

If our website offers any chat rooms, notice board facilities, newsgroups etc, we may collect the information you disclose and use it in accordance with our privacy policy. We can not be responsible for other parties' use of your personal information, which you make available in these ways and we ask you to be careful about the information you choose to disclose.

Other Websites

Our website contains links to other websites. This privacy policy only applies to the DDA website so when you link to other websites you should read their own privacy policies.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. The type of information we collect as a result of a cookie being accepted by you is specific to your PC and includes the IP address, the date and time the PC visited the website, what parts of our website were looked at and the whether the web pages were

delivered successfully. This information is anonymous, it represents a computer rather than a person.

This information is used to track visitor use of the website and to compile statistical reports on website activity. It also enables us to ascertain how well the website is operating and improve your online experience.

For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However please be aware that some of our website features may not function as a result.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this website. This privacy policy was last updated June 2026.

How to contact us

The DDA controls the personal data it holds. Please contact us if you have any questions about our privacy policy or the information we hold about you, or if you want to make a data protection complaint. You can use this email: dataprotection@dispensingdoctor.org or write to us at:

The Dispensing Doctors' Association Ltd
Victory Mill
Priestmans Lane
Thornton-le-Dale
Pickering
YO18 7RT.

You also have the right to lodge a complaint to the Information Commissioner's Office if you are unhappy with any aspect of the way we process your data. https://ico.org.uk/concerns/