

ThePill Privacy Policy

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Your information and your care

This policy explains how information is used when you use ThePill to prepare an oral contraception consultation. The pharmacist checks your information and makes the final clinical and supply decision. ThePill is not an emergency service.

Who to contact

ThePill Ltd operates ThePill. For privacy, account or information-rights questions, contact hello@thepill.org.uk. The pharmacy providing your care is responsible for its clinical assessment, supply decision and pharmacy record. Its details are shown when your consultation is assigned.

You can contact ThePill or your pharmacy to identify the organisation responsible for a particular record and to direct your request to the right organisation. Do not include unnecessary medical information in an ordinary email or use the privacy mailbox for urgent advice.

What we record

- Identity and contact information: name, date of birth, address, telephone number, email where supplied, NHS number where available and GP details.
- Consultation information: your answers and conversation, contraception and relevant health/family history, medicines, allergies, symptoms, pregnancy-related information and measurements such as blood pressure, height and weight.
- Clinical and service records: screening results, flags, pharmacist checks and corrections, advice, decisions, referrals, medicine, regimen and quantity, and relevant supply or service-record status.
- Account and technical information: sign-in and draft information, consultation references, access and audit events, device/network information, request timings and errors needed to operate and protect the service.

Why information is needed

Information is used to prepare and deliver your consultation, check identity, assess suitability, identify missing or conflicting information, assign the consultation to a pharmacy, record care and support continuity of care. Relevant records also support NHS service administration, safety monitoring, complaints and investigation of technical problems.

Identity details and clinically necessary answers are needed for a safe assessment. If you cannot or do not wish to provide them online, speak to the pharmacy about a pharmacist-led assessment. An incomplete assessment may mean that medicine cannot be supplied through ThePill.

Who uses your information

Pharmacy access and previous records

The assigned pharmacy uses the information needed to handle your consultation. Where a queue-acceptance step applies, the queue preview is limited and the fuller consultation becomes available after acceptance. Access is linked to authorised pharmacy roles and the consultation assignment; ThePill is not a general patient-search directory.

For your care, authorised pharmacy staff may see relevant previous ThePill supplies and medication history linked through your account or an NHS identity match. This can apply even if you have not signed in. Shared repeat-history information omits the source pharmacy and individual pharmacist. Historical medicines must be checked with you because they may no longer be current.

Authorised platform support and safety staff may access necessary information to investigate a problem, manage an information-rights request or maintain the service. Such access is separate from ordinary pharmacy access.

AI clarification and clinical screening

Most questions and clinical screening follow structured software rules. If an answer needs clarification, the current question, example answers and your answer may be sent to Anthropic's AI service. Your stored identity details and full consultation record are not automatically included, but anything you write in that answer may be shared, including health or identifying information. These messages are not guaranteed to be anonymous.

The AI clarification service helps the assistant respond to an unexpected answer; it does not approve treatment. The separate clinical engine checks the recorded information and highlights eligibility, restrictions and options. Screening can pause or stop the online pathway or advise urgent help. A pharmacist must review the clinically important information before any supply. Tell the pharmacist if an answer or summary is wrong.

GP and NHS service records

You are asked separately whether the consultation outcome may be shared with your GP under the NHS Pharmacy Contraception Service. An authorised pharmacist may check demographic information through the pharmacy's NHS-assured IT system and may access a permitted care-record service, such as the Summary Care Record, when appropriate for your care. The pharmacist records whether that record was accessed and the relevant reason.

Relevant consultation and supply information is recorded through the pharmacy's NHS-assured IT system. Information required for NHS reimbursement and checks may be shared with NHSBSA and other authorised NHS recipients. This is separate from the choice about notifying your GP. A delivery provider receives necessary contact/address information only where delivery is arranged.

Providers and keeping records

Hosting and external services

ThePill uses Supabase for application, account and database services, Cloudflare for website delivery and protection, and Anthropic for the limited clarification described above. The pharmacy uses an NHS-assured IT system to support identity checks and maintain NHS service records. Address, postcode and GP lookup services receive the information needed for the requested lookup. External website resources, such as fonts, may receive ordinary connection information.

Available project records identify the Supabase database region as London. This does not mean that all provider processing, logs, backups or support access are restricted to the UK. Some providers process information outside the UK. Ask hello@thepill.org.uk for information about the providers and transfer arrangements relevant to your information. The applicable arrangements must be checked rather than inferred from the database location.

Accounts and unfinished consultations

An account links saved information to your verified sign-in. Saved unfinished account drafts and private code-based drafts have a seven-day access expiry from saving. A resume code provides access to a draft and should be treated like a password.

Access expiry is not a promise that every copy or backup is deleted at that moment. The service includes cleanup of expired drafts. A submitted consultation is a clinical/service record, not an unfinished draft, and is not covered by the seven-day access period.

How retention is decided

Clinical records and any conversation relied on for care need to be retained for continuity, professional accountability and applicable NHS record requirements. The NHS Records Management Code normally provides for pharmacy patient records to be retained for eight years after the last interaction, with justified exceptions. NHS contraception reimbursement evidence has a separate three-year requirement; this does not shorten clinical-record retention.

Account, security and technical records are assessed against their continuing purpose, including account administration, detecting misuse and resolving incidents. Records relevant to an ongoing complaint, investigation or legal requirement may need to be retained longer. Deleting an account does not necessarily delete the clinical or audit record. Contact us for the retention arrangements for a particular record; this policy does not promise automatic deletion on a date not enforced by the system.

Your rights and choices

Legal grounds and confidentiality

Health information receives additional protection under data-protection law. Processing for health care is covered, where its conditions are met, by Article 9(2)(h) of the UK GDPR and the relevant Data Protection Act 2018 health-care condition, with duties of confidentiality. An Article 6 lawful basis is also required for each purpose.

The pharmacy must explain the basis it relies on for its NHS care and records, and ThePill must explain the basis for any purposes for which it determines how your information is used. Agreement to receive care or to share an outcome with your GP is not blanket consent to every use of your information. Contact hello@thepill.org.uk for the applicable legal-basis information.

Access and correction

You can ask for a copy of your information and request correction of inaccuracies. Depending on the purpose and legal basis, you may also have rights to restriction, erasure, objection and data portability. These rights are not absolute: information needed for care, NHS records, legal duties or an investigation may need to be retained. We will explain any limit that applies.

Where processing relies on consent, you can withdraw it for future processing without affecting the lawfulness of what happened before withdrawal. You have the right to object where processing relies on public task or legitimate interests, subject to the applicable legal conditions.

Send a request to hello@thepill.org.uk or your pharmacy. We may need proportionate evidence of your identity before disclosing or changing records. Requests are normally answered within one month; if a lawful extension or clarification is needed, we will explain it. Clinical corrections retain an appropriate audit history rather than silently removing the original record.

Complaints and further information

Raise a privacy concern with hello@thepill.org.uk or the pharmacy responsible for your care. You can also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint/. You do not have to give up that right by using ThePill.

This policy is intended to be read with the How we use your data summary at thepill.org.uk/data/ and the relevant pharmacy's privacy information. Material changes to how information is used should be reflected in updated privacy information.