

PharmaTrack Privacy Notice

PharmaTrack is registered with the Information Commissioner's Office under registration number CSN0236584.

1. What this notice is for

This notice explains what personal data PharmaTrack handles, why it is used, who it may be shared with, where it is stored, and the current retention position for pilot and early rollout.

2. What PharmaTrack is

PharmaTrack is a pharmacy-specific delivery operations platform that helps pharmacies manage dispatch, live delivery rounds, driver communication, proof of delivery, and reporting in one place.

3. Who is responsible for the data

For core delivery operations, the pharmacy customer is expected to act as controller and PharmaTrack acts mainly as processor operating the platform on the pharmacy's behalf. PharmaTrack also acts as controller for its own business administration, supplier management, service security, incident handling, and legal obligations.

4. Categories of personal data handled

PharmaTrack may handle names, addresses, delivery status information, staff names, driver and user account information, operational messages, mileage-related data, route and location data where used, push-subscription data, and proof-photo data where captured.

5. Why the data is used

The data is used to run delivery operations, coordinate pharmacy teams and drivers, manage exceptions and daily close, support reporting and agreed exports, secure the service, investigate incidents, and maintain service quality.

6. Suppliers used in the live stack

PharmaTrack currently uses Supabase, Vercel, Google Gemini API, Google Routes API, Mapbox, and browser-native web push / VAPID as part of the live stack.

7. Retention approach

Different record types are kept for different periods. PharmaTrack does not apply one blanket number to every record. As a pilot-stage default, delivery records may be kept longer than proof photos and push-subscription records.

8. Security position

PharmaTrack uses tenant-scoped access controls, row-level security, strengthened authentication boundaries, role separation within the platform, and supplier/platform controls available through the live stack. As with any pilot-stage product, controls continue to be reviewed and tightened over time.

9. Current proof-photo position

Proof photos are treated as a more tightly controlled record type than ordinary reporting data. They are not included in CSV exports. Access is restricted to authorised users within the relevant pharmacy context and limited PharmaTrack support/admin where needed for support or incident handling. Proof-photo access is currently controlled through the platform's application and data-access model and continues to be reviewed as the product develops.

10. Contact route

For privacy or data protection queries about PharmaTrack, contact Bradley Tyack at brad@mental.global.