

Privacy Policy

This Privacy Policy sets out the manner in which the adverse drug reaction (ADR) reporting system and Med Safety app processes personal data gathered from users.

Please note that we do not accept responsibility or liability for any external websites that you may access via a link from this website. External websites will have their own privacy policies, which you should read.

Who we are

The Botswana Medicines Regulatory Authority (BoMRA) is a body that was established through the Medicines and Related Substances Act of 2013, to regulate the supply chain of Human and Veterinary medicines, medical devices and cosmetics. Therefore, BoMRA is expected to ensure that all medicines and related substances used in Botswana are in conformity with established criteria of quality, safety and efficacy. We conduct tests and analysis of medicines and inspections of previously owned laboratories to ensure good laboratory practice as the cornerstone of compliance.

Why do we need your information?

BoMRA ensures that all medicines and related substances used in Botswana are in conformity with established criteria of quality, safety and efficacy.

The ADR reporting system enables BoMRA to monitor the safety of medicines in Botswana to ensure they are acceptably safe for patients and those that use them. You contribute to this by informing us of suspected side effects of medicinal products originating from their use.

To submit information on ADR we require certain personal information. We ask for the reporter's name and contact details so that we can get in touch if we need more information. We also require health and demographic details (such as age, sex, ethnicity etc) of the person affected by the incident to understand the impact on different populations.

The information you provide will be kept safely, securely and confidentially. We will not share personal identifiers with any person outside BoMRA without your explicit consent, unless we are required to do so by law. You can also ask someone else to send a report in about a suspected side effect if you do not wish to give us your name.

What personal data do we collect?

When you register for an account

You may register with the Med Safety app by providing your name and contact details, but registering is not essential. This information is requested for your convenience as registering will enable multiple report submissions without requiring multiple entry of your details. Once registered, you can also view previously submitted reports.

BoMRA may contact registered users about the ADR reporting, or the services you have used. We will not pass your personal data to other organizations for commercial or any other use except as identified in this policy.

When you report an ADR

We encourage reports from healthcare professionals and manufacturers – anyone may submit an ADR report on their own or someone else's behalf.

We collect information on the reporter and the individual affected;

We collect the following personal information about the reporter:

- First name, last name
- Contact details; email address, telephone number
- Job title and organization details if the reporter is a healthcare professional or manufacturer representative

We collect the following personal information and special category information about the individual affected:

- We require at least one of the following characteristics: initials, age, sex, weight, height ethnicity (optional)
- Information about the suspected product and a description of the adverse incident
- Health data, including medical history and medications

Retention and disposal

We only keep your personal information for as long as necessary to fulfill the purpose we collect it for, including reporting or legal requirements.

Sharing your information

Reports related to side effects to medicines

This information will also be made available to the World Health Organisation's Uppsala Monitoring Centre and pharmaceutical companies with identifiable details removed.

Changes in our policy

BoMRA has the right to update and improve this privacy policy in accordance with new data protection laws. We will inform you of any changes to this privacy policy if we believe the changes would impact on your rights or introduce a new purpose in processing your information.

Contacting us

If you have any questions about this Privacy Policy, the practices of this system or your dealings with this system please contact us at info@bomra.co.bw. Toll free number: 0800 600 216. Tel no: 363 1720.