

Privacy Policy

This Private Policy is intended to provide the framework in which the “Med Safety App” processes personal data collected from any individual who reports a suspected adverse drug event. Please be aware we refuse all responsibilities when trying to access to external websites via a link from the App. Those websites would have their own privacy policies, we advise you to read.

Who we are

We are the National Pharmacovigilance Centre (CNPV) an existing service of the Ministry of Health (MoH) in charge of monitoring adverse drug reactions for all medicinal products marketed throughout the country. We are a part of National Pharmacovigilance System which is led by the National Regulatory Authority (NRA, the Directory of Pharmacy and Medicines). We collaborate with some organizations at international level involved in patient safety such as the World Health Organization or the Uppsala Monitoring Centre.

Why do we need your information?

The CNPV have a mandate of data collection of any suspected adverse drug event or other medicines-related problems such as medication errors or quality concerns from health professionals, manufacturers or general public.

For the reporting purpose, some personal information is needed. We request for reporter’s name(s), contact details (phone number, email address if possible) at least in order to keep in touch if necessary. You are encouraged to provide your occupation and institution if applicable. If you are not comfortable, you may ask to someone else to send a report instead of you. In the same way, health and demographic data (diagnosis, medical history, age, gender etc.) of the person who experiences the adverse effect. However full name is not required, name initials apply here.

We process in a manner that ensures adequate security and confidentiality of the personal data. Appropriate security is in place to avoid unauthorised sharing of personal identifiers outside the CNPV. Otherwise, your explicit permission will be obtained, except we required to do so by law.

What personal data do we collect?

Registering is optional when trying to send the report. You need to provide your name and contact details and create a password in order to register with the App. Having an account exempt you

from entering your details each time you want to report an adverse event. Once registered, you can also view your previous reports anytime.

The CNPV may share drug information to registered users. We commit to avoid passing your personal data to any organization for commercial or advertising purposes.

When you report an ADR

Once any individual (yourself, a friend or a relative) complains of or suspect a given incident occurs consecutively to medicine usage, please send the report using the App on your own or on behalf of someone else. Healthcare professionals and manufacturers are required to submit report when they are aware of adverse or harmful effect occurred in any individual. Of course, we allow that the person affected be the same who submit the report.

The following personal data are collected:

- About the reporter: name(s) and contact details. Occupation, job title and the details of institution are particularly needed if it's about healthcare providers or manufacturers.
- About the affected: initials (mandatory), age or group age, gender, body weight, height if available.
- Health data: diagnosis, medical history, medications information (concomitant and suspected ones), reaction(s) and case narrative at your convenience, medical procedures if applicable.

Retention and disposal

All submitted data is kept in a national database which is protected against unauthorised or accidental access and ensured for the secure transmission. Personal data is kept for no longer than required for the purpose for which it is collected.

Sharing your information

The information collected through this App will also be shared with the NRA and the Uppsala Monitoring Centre for the purpose of detection safety signals. Upon request and in specific

circumstances, the national health programmes would be given restricted access related to medicines of interest.

Disclosing your information

Personal information will be disclosed only for a purpose for which it was collected unless if it's required or authorised by or under Congolese law or a court/tribunal order.

Changes in our policy

The present policy is subjected to improvement and update, the CNPV reserve the right to do so in accordance with the relevant novelty on data protection. You will be informed of any substantial changes that may impact on your right or the processing of personal information.

Contacting us

If you would like to know more about this private policy, please contact us via cnpvrdc@yahoo.fr or pharmacoclinique@unikin.ac.cd.