

Frequently Asked Questions

Am I entitled to compensation?

The PDA has obtained legal advice that those pharmacists whose data was breached can make a claim. This applies whether or not you have suffered any harm as a result of the breach. Each claim is taken on its own merits and facts.

How much compensation can I claim?

The PDA has obtained specialist legal advice that each person making a claim could potentially be entitled to compensation ranging from hundreds of pounds to the low thousands, depending on what information was shared and other individual circumstances.

Can the PDA bring a group claim?

Yes, the PDA wishes to support individuals in taking action against Well and has received legal advice that a group action claim instituted by the PDA on behalf of its members will be the most cost-effective means of proceeding with these claims.

Can I join the group claim if I'm not a member of the PDA?

You can join the group claim if you have joined the PDA or are in the process of joining when the claim is submitted.

Will I have to pay anything to join the group claim?

No, the PDA plans to offer this as a free service to members and successful claimants will receive 100% of any compensation due and not have to pay any legal fees.

Well hasn't contacted me, does that mean my data hasn't been shared?

Well tells us that it is in the process of using a secure external mailing house to contact those whose data has been shared. We do not know how many people have been contacted so far

and what success they have had. Some contact details of those in the spreadsheet may be out of date which may make notifying those affected, problematic.

How can I find out if my data was shared? Can the PDA tell me what data of mine has been shared?

You can submit a 'Subject Access Request' to the company, asking them for a copy of the information that was breached. To do this, complete the form [here](#) and email it to Well at: raisingconcerns@well.co.uk. We are aware that Well are using a secure solution called Egress to share this information. You will need to set up a free Egress account to receive this.

I already know that my data was breached by Well. How do I let the PDA know?

If you know that your data was shared in the data breach, you should let us know using the online form here: <https://www.surveymonkey.co.uk/r/7YQS9DY>

Well didn't tell me how much of my data had been shared

Well has written to pharmacists on the spreadsheet to say that their name, address, phone number, email address and payroll number "*may be at risk of being shared*" but did not set out the full extent of the breach. As above, for the average person on the spreadsheet, the data shared included 28 different data fields.

Well has assured me that the email was recalled immediately?

Email recall only works in limited circumstances. The email originated from Well's Professional Resourcing Team and the PDA understands it was recalled immediately. However, we understand that an email recall wouldn't work for an email sent externally to a personal email address. Recalling an email would also not prevent data being shared wider by those who received it. We have been informed by Well that the data was received by 376 recipients.

Is the data up to date?

Some of it is, but we are aware of at least one case in which the pharmacist had not worked for Well for many years (when it was known as The Co-Operative Pharmacy). Well has a duty under the data protection law to ensure any data it holds is accurate and up-to-date and is limited to what is necessary for the purpose it is processed.

Why didn't Well let me know earlier?

The data breach occurred on 11 December and Well recalled the email “immediately” within 5 minutes of it being sent. However, we believe the company didn't start contacting pharmacists who received the spreadsheet until 16 December. Well advised that on becoming aware of the breach, it contacted the Information Commissioner's Office (ICO) and started investigating the nature of the breach. Once it was aware of the nature and scale, email correspondence was sent out to all people with a valid email address. The company has said that this was followed up by engaging a secure external mailing house to contact all other people.

Should I delete the spreadsheet?

Well emailed pharmacists on 17 December asking them to delete the spreadsheet and not to open or forward it. The PDA gave the same advice around the same time. The spreadsheet should be immediately and permanently deleted.