



Conditions of use for the GPhC voluntary internet pharmacy logo

Any online pharmacy service displaying the GPhC voluntary internet logo must do so according to the conditions below. We will take action if we find that these conditions are not being met.



1. The logo must only be used in relation to the online pharmacy service which is operated through the website(s) and the registered pharmacy specified in the application. It can only be displayed on the website (or websites) listed in the application.
2. The logo must not be supplied for use by a third party.
3. The logo must not be modified in any way and no words, additional logos or graphics may be superimposed on the logo itself.
4. The logo must not be used in any context that could be regarded as undignified or unprofessional.
5. The information contained on any website for which the logo has been issued must be legal, decent and truthful.
6. Any website for which the logo has been issued must comply with any relevant legislation, such as electronic commerce regulations and legislation on advertising of medicines to the public.
7. The pharmacy must meet our standards for registered pharmacies and demonstrate how they use our guidance for registered pharmacies providing pharmacy services at a distance, including on the internet, to safeguard patients and users of pharmacy services.
8. Any website for which the logo has been granted must display clearly:
 - a) the distance selling logo issued by the MHRA
 - b) the name of the owner of the registered pharmacy
 - c) the name of the superintendent pharmacist (if applicable) and their registration number
 - d) the name and address of the pharmacy or pharmacies that supply the medicines
 - e) the pharmacy's GPhC registration number
 - f) the phone number and email address of the pharmacy

- g)** details of other pharmacies that may be involved in the labelling and assembling if different to the pharmacy that makes the supply
 - h)** information about how to check the registration status of the pharmacy and the superintendent pharmacist if you have one
 - i)** the terms and conditions of the pharmacy service
 - j)** ways to give feedback and the complaints procedure
- 9.** If a person can be prescribed medicines following an online consultation delivered through the website, the website must also state clearly:
- k)** the name and address of the prescribing service including the country where it is located
 - l)** the name and registration number of the prescriber
 - m)** whether the prescriber is a doctor or a non-medical independent prescriber such as a pharmacist, nurse or physiotherapist
 - n)** the name and address of the prescriber's regulatory authority
 - o)** information on how to check the prescriber's registration status
- 10.** If the online pharmacy service is shut down, or if the website moved to another URL, the owner must notify the GPhC.
- 11.** If the registered pharmacy with which the online pharmacy service is associated changes owner, the new owner must notify the GPhC and submit a new application to display the logo.