

## **Palliative Meds Info**

**Our Lady's Hospice & Care Services**

**June 2018**

### **Terms and Conditions of Use of and Access to Palliative Meds Info Service and Website**

By using our service, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our service. Any information appearing on the webpage of Palliative Meds Info is issued as general information and does not constitute a warranty by any health organisation. No responsibility can be accepted by Our Lady's Hospice and Care Services or any other health organisation for action or inaction as a result of information contained on the webpage of Palliative Meds Info. Readers should take specific advice in respect of specific situations. The use and access of pages of the Palliative Meds Info website is subject to the terms and conditions set out below and by the disclaimer above. By using or accessing this website, you agree to be bound by these terms and conditions.

#### **Service Limitations**

Palliative Meds Info only accepts enquiries from health professionals in the Republic of Ireland working with patients with palliative care needs. Enquiries must be medicines related and relate to the treatment and symptom control of patients with life-limiting illnesses. In the interest of patient safety, an enquirer phoning or emailing the service must give their full name, position and contact details in advance of making an enquiry.

#### **Healthcare professionals**

The information provided by Palliative Meds Info is intended to support you making health care decisions, but not to make the decisions for you. Responsibility for applying the knowledge and know-how rests entirely with the healthcare professional. Palliative Meds Info will endeavour to ensure that the content on the site is correct and up to date.

#### **Members of the public**

Palliative Meds Info is intended as an information source for healthcare professionals. It is not the function of Palliative Meds Info to substitute for the role of the clinician, or to enable members of the public themselves to take medical procedures or actions, but to support the clinician in enabling individuals' access to know-how and knowledge and understanding. The know-how and knowledge available on the Palliative Meds Info webpage needs to be applied by the clinician to make a diagnosis and/or to propose treatment. Members of the public are therefore urged to consult with a health professional for answers to any health-related questions.

#### **Accessing our site**

Access to the majority of our site is free of charge and is permitted on a temporary basis, and we reserve the right to withdraw or amend the resources we provide on our site without notice (see below).

#### **Copyright**

Content on this website is copyright © of Palliative Meds Info unless otherwise stated. Where Palliative Meds Info copyright applies, visitors can download material for private research, study or in-house use only. Visitors must not copy, distribute, or publish any

material from this website. Any other use of Palliative Meds Info copyright material requires written permission.

### **Links to other Websites**

The provision on the Palliative Meds Info webpage of a link to another website does not constitute any authorisation to access material held at that location. Links to sites are provided for informational purposes only and no responsibility is accepted for the quality of resources to be found on such websites. The contents and material made available on linked sites are completely outwith our control and as such no liability is accepted for any damages resulting from accessing or failing to access these sites. No endorsement is expressed or implied by the presence of a link on the Palliative Meds Info webpage. The contents of a linked-to website may change without our knowledge and as a result, links may break or may terminate on pages which were not the original targets of a link. No responsibility or liability for the privacy of personal information is accepted for linked to websites, as these are beyond our control.

### **Warranties**

The resources contained on the Palliative Meds Info webpage, including all files that are authorised for public and password-protected download or access, are provided on an "as is" basis and without any warranties. Although files are virus checked these cannot guarantee that files are free from computer viruses and no warranty is given that files downloaded or accessed from the Our Lady's Hospice and Care Services website are free of computer viruses. No warranties are made as to fitness for purpose, quality or completeness of information. Our Lady's Hospice and Care Services excludes any liability for any errors in or omissions in information provided on or linked to from this website.

### **Reliability of information**

Palliative Meds Info uses its best efforts to ensure the accuracy and reliability of information on the Palliative Meds Info webpage in accordance with the policies defined for Palliative Meds Info. However, no guarantees are made that the information contained on the Palliative Meds Info webpage or associated, or linked to websites is accurate, complete and current at any given time. Information presented on the Palliative Meds Info webpage or associated sites may be changed at any time. The resources made available on the Palliative Meds Info webpage are for information only. Specific advice should be sought in specific situations from a properly qualified health worker or by contacting the service directly by phone or email. Content on the Palliative Meds Info webpage is governed by a number of policies and guidelines. Users of the Palliative Meds Info webpage agree to inform Palliative Meds Info if they should come across any material contained which they consider to be potentially in breach of any relevant legislation in order for the appropriate remedial action to be taken. The information contained on our site may relate to possible effects and uses of certain drugs outside the scope of their licensed use. Any reference to the use of a drug which is outside its licensed use must not be taken as an indication or recommendation that such a use is an authorised or proper use of that drug in that manner. We shall not be held liable for any damage resulting from any treatment, use, administration or further procurement involving the use of any drug outside the scope of its licensed use or otherwise.

### **Availability of the Palliative Meds Info website page**

Although the Our Lady's Hospice and Care Services website has been tested and should work correctly under normal circumstances, there are many factors both within

and outside of the control of which may prevent the website from being available to users of the world-wide-web. No responsibility is accepted by Our Lady's Hospice and Care Services for any losses that may arise from an inability to access resources on this site. Where a user finds a specific error in the coding of a web page, or where he/she considers a page to be in breach of accessibility, it is a condition of use of this site that the Our Lady's Hospice and Care Services web team be notified in order that appropriate action may be taken.

### **Amendment of Service**

We may change our Palliative Meds Info service from time to time to reflect the interests of our users. We may also discontinue providing certain parts or all of the service at our discretion and without notice to you.

### **Feedback and Complaints**

We do our best to provide a high quality service to support health professionals across Ireland who are working with people with palliative care needs. We welcome feedback on all aspects of the Palliative Meds Info service. If you wish to give feedback or complain about any information available on the Palliative Meds Info website please contact us at [palliativemedsinfo@olh.ie](mailto:palliativemedsinfo@olh.ie) . We endeavor to review your feedback and to contact you if warranted, within a reasonable time of receiving your complaint.

### **Linking to our site**

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link from any website that is not owned by you. Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page. We reserve the right to withdraw linking permission without notice. The website from which you are linking must comply in all respects with our Content Standards above. If you wish to make any use of material on our site other than that set out above, please address your request to [palliativemedsinfo@olh.ie](mailto:palliativemedsinfo@olh.ie).

### **Governing laws**

The terms and conditions of use of the Palliative Meds Info webpage shall be governed by the laws of the Republic of Ireland.

### **Privacy and Data Protection Policy**

The Palliative Meds Info service is governed by the Data Protection Policy of Our Lady's Hospice and Care Services. In line with this policy, the following information details how personal data specific to the Palliative Meds Info Service is handled:

#### **1. Enquiry Answering Service and Newsletter Circulation**

As part of the clinical enquiry answering service, Palliative Meds Info is required to record the name, contact details, profession and work setting of the health professional requesting information (enquirer). No patient identification is recorded. By placing a medicines information enquiry with Palliative Meds Info, the enquirer is consenting to their personal data being stored securely in a password protected medicines information database for a defined period from their last date of enquiry. During the period over which data is held, it will be used for the specific purposes of providing the Palliative

Meds Info service only. Palliative Meds Info uses this data to contact the enquirer with the answer to their clinical enquiry, to retrieve the details of that enquiry for future use, to survey the enquirer as to their satisfaction with the Palliative Meds Info service and, with the enquirers consent, to circulate clinical information updates in the form of notices and newsletters. Where health professionals have provided their details in requesting Palliative Meds Info notices and newsletters, their data will be retained for up to 5 years unless a specific request is received to amend or delete it.

## **2. Website**

Log files of all requests for files on the Palliative Meds Info webpage servers are maintained and analysed. Aggregated analyses of these log files are used to monitor website usage. These analyses are made available to Palliative Meds Info participating organisations to allow them to measure, for example, overall popularity of the site and typical user paths through the site.

In combination with other information which is not collected by Our Lady's Hospice and Care Services Ltd but which may be collected by suppliers of network services, it may in certain situations be possible to identify an individual user's use of the Palliative Meds Info webpage. Palliative Meds Info does not collect the additional information required and will make no attempt to track or identify individual users, except where explicit consent for this is given or where there is a reasonable suspicion that unauthorised access to systems is being attempted. In the case of all users, Our Lady's Hospice and Care Services reserves the right to attempt to identify and track any individual who is reasonably suspected of trying to gain unauthorised access to computer systems or resources operating as part of the Palliative Meds Info webpage. As a condition of use of this site, all users must give permission for Our Lady's Hospice and Care Services to use its access logs to attempt to track users who are reasonably suspected of gaining or attempting to gain unauthorised access.

All log file information collected by is kept secure and no access to raw log files is given to any third party.

In certain cases, a Palliative Meds Info participating website may implement a registration scheme which will allow usage to be tracked. Our Lady's Hospice and Care Services policies do not permit this to be done except in cases where users have given informed consent for this to be done and offending sites will be removed should Our Lady's Hospice and Care Services become aware of any breaches of this policy. Our Lady's Hospice and Care Services will endeavour to ensure that participating organisations have proper data-protection procedures in place in respect of the information they make available through their websites.

- **Use of Cookies**

Palliative Meds Info does not store any information that would on its own allow us to identify individual users of this service without their permission. Any cookies that may be used by are used either solely on a per session basis or to maintain user preferences. Cookies are not shared with any third parties.

- **User tracking**

Except as stated already, Palliative Meds Info will make no attempt to identify individual users. You should be aware, however, that access to web pages will generally create log entries in the systems of your ISP or network services provider. These entities may be in a position to identify the client computer equipment used to access a page. Such monitoring would be done by the

provider of network services and is outwith the responsibility or control of Palliative Meds Info.

**Waiver**

The failure of Palliative Meds Info to exercise or enforce any right or provision of the Terms shall not constitute a waiver of such right or provision. If any provision of the Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavour to give effect to the parties' intentions as reflected in the provision, and the other provisions of the Terms remain in full force and effect.

**Indemnity**

By using our service, you agree to defend, indemnify, keep indemnified and hold Palliative Meds Info (and as applicable, its officers, directors, employees, agents, licensors, subsidiaries, affiliates, suppliers and any of our third party information service providers) harmless against any and all demands, losses, expenses, damages and costs, including legal costs, and claims made by or liabilities to any third party resulting from any activities resulting from your use or misuse of the service, the resources, or otherwise arising out of your breach of these Terms.

**Changes to these terms**

We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are binding on you. We will highlight any such changes to you if you have provided us with a contact e-mail address. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site or the website of Our Lady's Hospice and Care Services.