

Privacy Policy

Maintaining the security and confidentiality of information we maintain about our customers is a top priority for us at National Pharmaceutical Returns, Inc. (NPR). We carefully manage Customer Information within NPR in order to give you better service, greater convenience, and additional benefits consistent with the nature of your returns business with NPR.

The policy presented below covers Customer Information. Customer Information means information personally identifiable with a specific customer or about a customer's current or former relationship with NPR. This policy is provided to you in accordance with the Federal Financial Privacy Law, 15 U.S.C. 6801-6810 and applies to: National Pharmaceutical Returns, 4164 NW Urbandale Drive, Urbandale, IA 50322, (515) 252-7722.

Protecting Your Information

NPR does not sell Customer Information to anyone.

Information Security is a Priority One of our most important activities is that of maintaining the security of Customer Information. We value your trust and carefully handle information we possess about you. All NPR associates who have access to your information are bound by a code of conduct that requires the confidential treatment of Customer Information, and they are subject to disciplinary action if they fail to follow this code. In addition, NPR maintains physical, electronic and procedural safeguards to protect Customer Information. We continually assess new technology for protecting information and, when appropriate, upgrade our information security systems.

Information We Collect

NPR collects and uses various types of information to service your account, save you time and money, and better understand your needs. We strive to help you learn more about NPR products and services that may be of interest to you. The Customer Information we collect and store generally consists of the information gathered from applications, forms and other information you provide us, whether in writing, in person, by telephone, electronically or by any other means, such as your name, address, phone number, account number with wholesaler, DEA license number, State license number.

Managing Information For Your Convenience

The information we share within NPR helps us provide you with greater service and brings you greater convenience and more choices.

Sharing Information With Companies That We Work With

We may share Customer Information with unaffiliated third parties who perform services for NPR or in connection with servicing or processing of the products and services that you've requested or already have. We share information with such companies to support your experience of and relationship with NPR. These companies may include other entities such as pharmaceutical wholesalers and manufacturers.

Making Sure Information is Accurate

Keeping your account information accurate and up to date is very important. If your account information is ever inaccurate, incomplete, or in need of updating, please contact us immediately. If you have any questions, or feel that we have not handled information about you properly, you may always contact NPR Customer Service and we will provide an answer or investigate your complaint.

Our Former Customers

Even if you are no longer a NPR customer, our privacy policy will continue to apply to you.

Keeping Up-To-Date With Our Privacy Policy

NPR reserves the right to make changes to this policy. You can always review our current policy online at www.NPRReturns.com, or contact us for a copy at (515) 252-7722, ask for NPR's Customer Service Department.