

## **Selworthy Vets Privacy Policy**

This privacy policy explains what personal information we keep, what we do with it and the limited circumstances in which we may share your data with others. This includes information you provide when you engage us to provide the services described in our Terms and Conditions. We may also collect CCTV and telephone recording data. In very limited circumstances we may collect health information with your consent.

When registering as a client with us, the personal information that you share with us will be recorded on the practice's computer system. We may also generate paper records such as consent forms for procedures.

### **We will ask for the following personal information:**

- Your Title(s), First Name and Surname(s), Address, Telephone number(s), Email address
- Your pet(s)' details and previous clinical history

### **We will use the information you provide for the following purposes:**

- To contact you with reminders about vaccinations, appointments and treatments
- Sending newsletters, relevant promotions and obtain feedback on the services we provide if you have opted in to receive these
- Registration and submission of microchip details implanted into your pets with the relevant database company/or pet tag company at your request
- Registration and submission of legal documents in respect of Animal Health Certificates/import/export processes with the relevant government department/specified transport company
- Processing of pet insurance claims on your behalf
- Requesting laboratory tests on your behalf with an external laboratory
- To contact you with regard to your pets' treatment and progress or laboratory results
- To arrange referral to veterinary specialists at your request
- To contact you regarding your account
- To audit accounts and to share your details with an external debt collection agency if accounts remain unpaid after 30 days
- To apply for charitable assistance on your behalf if requested and if applicable
- To arrange cremation services for your pets

**We will use the following methods to contact you:** Telephone; Post; SMS Text; Email

Should you wish to opt out of any of the reminder services please either email [reception@selworthyvets.co.uk](mailto:reception@selworthyvets.co.uk), telephone us on 01548 853322, or contact us in person at the practice. You can also unsubscribe from reminders on receipt of the text message or email.

**The Practice's Website**

You may give us information filling in forms on our website [www.selworthyvets.co.uk](http://www.selworthyvets.co.uk). This includes information you provide when you register to use our services on our website, participate in discussion boards or other social media functions on our website, enter a competition, promotion or survey and when you report a problem with our website.

Our website gives links to external websites. If you access another website from a link on our website, please read their Privacy Policy on their website to confirm how that company will use your personal data. We will not pass your information on to other organisations or websites.

Use of 'cookies' - We use standard cookies on our website, which also collect personal information. Cookies are small files sent to your web browser and stored on your computer's hard drive to 'remember' who you are. The majority of web browsers accept cookies, but you can change the browser settings to restrict or block all cookies. Please be aware that if you do, some functionality may be lost when you use the website.

Website analytics - Web analytics software provided by a third party generates an anonymous analytics cookie. This is for statistical purposes and includes information such as IP addresses, types of browsers, referring sites and most popular pages. The information collected is not linked to any personally identifiable information.

**Data Storage**

We store your data on secure on-site servers which are password protected. Only current employees of Selworthy Vets have access to the database and the software. Any paper records are stored securely on site and access is only available to current staff who need to access them.

**Sharing Data**

We do not share your personal details with any third parties for marketing purposes, market research or commercial purposes. In some situations, we use a third-party company to help provide some of our services (for example processing laboratory samples or sending reminder messages when your pet's vaccinations are due). In these circumstances we will share only the data required to provide the service.

We may pass on your personal information if we have a legal obligation to do so.

Should you seek the services of another Veterinary Practice please contact us to enable the appropriate records to be forwarded and your record will be marked as inactive on our database.

**Retention and Destruction of Data**

We have an obligation to abide by the Royal College of Veterinary Surgeons Code of Professional Conduct to ensure that all our client and clinical records are retained on file. Our practice policy is to retain files for the lifespan of the pet but we may keep your personal information for up to 7 years in order to maintain records according to rules that apply to us. All electronic files remain active whilst you and your pet(s) remain a registered client. All electronic storage devices that are no longer in use but which hold relevant, in date data, are stored on the business premises securely.

**Credit Card Receipts**

Our copies of your credit card payments are archived securely on the business premises for tax purposes. They are marked for destruction 18 months after the transaction.



## Selworthy Vets

Stumpy Post Surgery, Kingsbridge, Devon TQ7 4BL

Tel: 01548 853322 (24 Hours)

Email: [reception@selworthyvets.co.uk](mailto:reception@selworthyvets.co.uk)

[www.selworthyvets.co.uk](http://www.selworthyvets.co.uk)

### **Destruction Methods**

Paper records are to be rendered irretrievable on site by incineration. Electronic storage devices are to be permanently wiped of their data using an appropriate programme.

### **Your Rights**

You have the right to request an electronic copy of the personal information that we hold about you. Your request to access this information must be made in writing to the Practice Manager who will respond to your request within 30 days and provide you with an electronic copy of your data.

### **Obligations**

In the UK we have an obligation under the General Data Protection Regulation to notify the regulator i.e. The Information Commissioner's Office with 72 hours of a data breach occurring where such a breach could result in a risk to the rights and freedoms of individuals. If you would like to complain about the way we have handled your data please contact us in writing by post or email. If, following your complaint you are not happy with the outcome or our response, you are also entitled to complain to the independent regulatory authority, the ICO. Further information can be found at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

August 2022