

Selworthy Veterinary Group

Privacy Policy

Selworthy Veterinary Group, Selworthy House, Warren Road, Kingsbridge TQ7 1LB
Telephone: 01548853322; email reception@selworthyvets.co.uk; www.selworthyvets.co.uk
VAT No 501 5960 69

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

Title

Forename/s

Surname

Address

Telephone number/s

Email address

Your animal/s' details and clinical history

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

- To contact you with reminders about vaccinations and treatments
- To contact you regarding appointments
- To contact you regarding your account
- To apply for charitable assistance on your behalf if requested and if applicable
- To audit accounts and to share your details with an external debt collection agency if accounts remain unpaid after 30 days
- Registration and submission of microchip details implanted into your pets with a database company/or pet tag company at your request
- Registration and submission of legal documents in respect of pet passports/import/export processes with the relevant government department/specified transport company
- Processing of pet insurance claims on your behalf
- Requesting laboratory tests for your animal on your behalf with an external lab
- Reporting the results of laboratory tests
- To contact you with regard to your pets' treatment and progress
- To arrange referral to veterinary specialists at your request
- To arrange cremation services for your pet/s

We will use the following methods to contact you:

Telephone; post; SMS Text; Email

Should you wish to opt out of the reminder services please contact reception on 01548 853322 or in person at the practice. You can also unsubscribe from SMS reminders on receipt of a text message. You may also follow the practice on Facebook. You can stop your interaction with us via social media from your own Facebook account.

The Practice's Website

www.selworthyvets.co.uk

You cannot input any personal data via our website. Our website gives links to other websites eg pet symptom guide. If you access another website from a link on our website please read the privacy policy on that website to confirm how that company will use your personal data.

We will not pass your information on to other organisations or websites.

Data Storage

We store your data on secure on-site servers which are password protected. Only current employees of Selworthy Veterinary Group 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. 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 we can mark your record as inactive.

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. All electronic files remain active whilst you and 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.

All paper records relating to your pet are archived securely on the premises for legal reasons and are marked for destruction 7 years after the last entry.

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.

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 on electronic formatted media. This will be sent to you via recorded delivery.

Obligations

In the UK we have an obligation under the General Data Protection Regulation to notify the regulator ie 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