

RATHFRILAND VET CLINIC

PRIVACY POLICY

Privacy Notice

When you register with our Practice, request treatment for your animal, contact the practice by email, telephone or in writing, we will collect & process "Personal Information" about you.

We understand the importance of looking after the Personal Information that you provide & this notice (Privacy Policy) sets out what Personal Information we collect, why we need to collect it, how we will use it, & how long we will store it for

How we will use your personal information

We will process your Personal Information insofar as it is necessary for the performance of our contract with you to provide veterinary services. This will involve using your Personal Information to provide you with our products & services & to send you information in relation to the services we provide to you including appointment & vaccination reminders ("Service Communications"). You can choose how you would like to receive these communications by post, e-mail. Please talk to a member of staff if you would like to change how you receive Service Communications. At present post is only option.

What personal information do we collect & why

- **NAME** – So that We can identify You & personalise our communications with you
- **ADDRESS** – So that We can identify You, register your animal with our practice, send reminders, correspondences & information about our services directly to you & to send information about local animal health issues. And for billing purposes
- **EMAIL ADDRESS** – So that we may contact you about your Animal, send reminders about your appointments, vaccinations & other correspondence about our service & animal health issues. And for billing purposes
- **MOBILE NUMBER** – So that we can contact you about your Animal, send reminders about your appointments & vaccinations
- **TELEPHONE NUMBER** – So that we can contact you about your Animal
- **LOCATION INFORMATION** – So that we can inform you about any animal health concerns we are aware of in your area
- **BANK, DEBIT or CREDIT CARD DETAILS** – So that we can receive payment for the services we provide if applicable.
- **INSURANCE POLICY NUMBER** – So that we can communicate with your animal insurance provider if applicable.

Please remember to let Practice staff know if any of the above information changes as soon as possible so that we have up to date records. Our staff will ask you to confirm your records are up to date on a regular basis.

MARKETING

In addition to our contractual services, we would like to process your Personal Information with your consent to send you information about other products & services available from our Practice. You will be asked for your consent when you register with the practice & we will refresh your consent on a regular basis. You can change Your mind at any time & unsubscribe or subscribe by talking to staff in our practice.

DATA RETENTION

We will keep your Personal Information for as long as you are a client of our practice, & thereafter for as long as any legal claim may be made against the Practice, & for as long as is required to comply with our legal & regulatory requirements including to the HMRC & RCVS.

SHARING YOUR INFORMATION

We are required to share your personal information in certain circumstances to ensure that we are able to provide you with services, obtain payment or correspond with your insurance provider, In each case we will only share the data necessary for the purpose & it will only be in relation to the specified purpose. Each third party is required to have in place comparable data security measures & to be fully compliant with the terms of the General Data Protection Regulation.

WHO DO WE SHARE INFORMATION WITH & WHY

REFERRAL PRACTICES

When we refer an animal to a referral hospital or specialist, we need to share relevant information to arrange appointments, tests, treatments, & services.

