



## **Animal Vets Privacy Policy**

### **Our contact details**

Name: Animal Veterinary Services Limited

Address: 18 Fore Street, Copperhouse Hayle, Cornwall, TR27 4DY

Phone Number: 01736 755 555

E-mail: [reception@animalvets.co.uk](mailto:reception@animalvets.co.uk)

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide pet care services to you and your pets
- To assist with insurance claims (where applicable)
- To keep you informed about our services or reminders about your pet's health.

We use the information that you have given us in order to keep records about your pet's health.

We may share this information with insurance companies, health plan providers and governmental bodies where required.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is that we have a legitimate interest in processing your personal data.

## **How we store your personal information**

Your information is securely stored in our practice records. We keep information for as long as necessary in order to provide you with veterinary services. Where you are no longer a client of our practice, we keep information for as long as necessary in order to comply with our legal requirements.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the contact details shown above if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at using the contact details above..

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>