



BAND VETERINARY CENTRE – PRIVACY NOTICE

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights.

The main provisions of the new Data Protection Act 2018 (DPA 2018) came into force on 25 May 2018.

Your rights concerning the privacy and security of your personal information can be viewed on the ICO website at:

<https://ico.org.uk/your-data-matters/>

The Band Veterinary Centre respects your rights to the privacy and security of your personal information. This privacy notice explains how and why we use your personal information, including how we safeguard the information you give us.

Recording your personal information

When you register as a client with us we will only record personal information with your knowledge and consent. The personal information you provide may include your name, postal address, email address and telephone number(s). Together with details about your pet or pets, including insurance and microchip information, this information represents your individual client record.

Additions to your client record

When you make an appointment, this information is added to your record, together with any subsequent information about treatment given and personal financial details disclosed as part of the payment process.

Using your personal information

We use your contact information to let you know about our services and advice contained in our quarterly newsletter and to send treatment reminders (e.g. vaccinations due, blood pressure checks) either by post or electronic communication. We may also contact you with details of pet products and special offers.

Sharing your information with other organisations

We share the minimum information necessary to identify the client and their pet being treated. We endeavour to satisfy ourselves that these organisations comply with the provisions of the Data Protection Act 2018.

Treatment Reminders

We have contracted the electronic transmission of treatment reminders to a recognised data management company.

Veterinary Laboratories

We send samples and specimens from your pet for analysis

Veterinary Specialists and Veterinary Hospitals

We refer cases to these organisations for expert opinion and treatment as necessary.

We always consult with the client and seek agreement to relay their personal information.

Pet Insurance Companies

With agreement of the client, we send personal information to the company to progress the insurance claim.

Pet Charities

With agreement of the client who qualifies for financial support, we send personal information to the charity to bid for funds to help with the costs of the treatment of their pet.

Securing your personal information.

Your information is stored in a secure database at the core of our electronic practise management system. Access to information is restricted to our trained staff. The system is under password control.

An approved data security company safeguards the contents of the database.

Paper records (eg treatment consent forms) are kept under lock and key.

Personal records are kept only as long as is necessary in accordance with current regulations.

Your records remain live for as long as you remain as one of our clients.

If you leave, then your records are retained should you join another veterinary practice who asks for your data and pet record(s) to be forwarded or you decide to re-register with us.

Your Rights

Individuals have the right to be informed about the collection and use of their personal data.

This includes asking for a copy of the information we hold about you; asking for errors to be corrected; in some circumstances, asking for data to be deleted; objecting to the use of your data in some circumstances.

You can elect not to receive marketing material (e.g. vaccination reminders by text) by making a request to the Practise.

The full list of your rights concerning your personal information, together with guidance on how to exercise your rights is available on the ICO website at:

<https://ico.org.uk/your-data-matters/>

You can raise any query concerning your data with the Practise verbally or in writing (letter or e-mail). In some circumstances, the Practise has a month, in which to reply and an administration fee might be charged.

Updating this privacy policy.

We will update this document in line with changes to the privacy regulations, both in print on the e-copy of this document on our website:

<http://www.somertonvets.co.uk/>