



PERTH EQUINE VETS

PRIVACY POLICY

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be used and/or processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. This notice is valid from January 2021.

Perth Equine Vets is committed to ensuring that your privacy is respected and protected. We may change this policy from time to time by updating this page. You should check this page on occasion to ensure that you are happy with any changes. If you register with us at Perth Equine Vets and use the services we provide you understand and agree that any personal information you disclose to us will be held on a database which is operated by us.

What information do we collect?

When you register your equine with us at Perth Equine Vets you will be asked for some essential information including your title, first name, surname, postal address including postcode, email address, telephone (home number and mobile) and, if applicable, payment information. You may also be requested to give your details for other reasons. These details are collected either in person, by telephone or online.

How we use your information

We need to collect the information for the following reasons:

- Register your details as a new client or update your details if they change
- Register your equine for vaccine treatment reminders,
- Register your equine for health plans (if applicable)
- Make appointments
- Requests for repeat prescriptions or advice from veterinary surgeons
- Process the fees due for any treatment
- Contact you about your equine and/or your account where required;
- Deliver a safe and secure service by helping to prevent and detect fraud. We may need to disclose information to assist legal or debt recovery processes;
- Understand your needs and listen to your feedback via market research, customer polls/surveys;
- Respond to any issues or queries
- Notify you about changes to our service.

We will also automatically collect data such as dates and times of your visits to the Website.

We need to ask for information from you to provide you with a veterinary service. If you fail to give us the information we need then we are unable to provide veterinary services for your equines. We process your information under the lawful basis of legitimate interests. We only use your information for the reasons listed above.



How we protect your information and security

At Perth Equine Vets we store your information on secure Microsoft servers in the UK which comply with GDPR laws, with the highest standards of Security. We securely access this information via Sharepoint which is locked per user account to ensure that it is accessed securely.

We endeavour to protect your information by:

- Keeping your information up-to-date and accurate. Please note that, to do this, we require you to tell us if any of your details such as your name or address change
- Having in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to and/or through the Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

To ensure that your credit, debit or charge card is not being used without your consent, we will validate name, address and other personal information supplied by you against appropriate third party databases. By accepting these terms and conditions you consent to these checks being made. In performing these checks personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. You can rest assured that this is done only to confirm your identity, that a credit check is not performed and that your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Act.

The Website may, from time to time, contain links to and from websites of potential interest. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.



How we use your personal data

We may send you by sms, email or post, details on offers, products, reminders and services which may be of interest to you. We may also telephone you to discuss treatment details or for market or service research.

We may monitor or record telephone calls to ensure our quality standards are maintained and for fraud prevention purposes.

We may use for the purpose of promotional, marketing and publicity purposes in any media worldwide any comments or feedback (excluding personal data) which you post publicly or provide to the surgeries, without notice or without any fee being paid.

We may disclose your personal information to third parties:

If your equine needs referred to a specialist for further treatment then it would be normal procedure to pass client details onward to allow the animal to be seen by the referral practice.

If your equine is insured then Perth Equine Vets would potentially need to disclose personal data with your equines insurance company.

At Perth Equine Vets we also disclose personal data with our laboratories.

Personal data belonging to our Health Plan clients will also be disclosed to our provider Go Cardless.

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If Perth Equine Vets or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; or
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation.



Privacy of children and sensitive information

We do not knowingly collect personal data from anyone under the age of 16. We do not knowingly obtain any sensitive personal data about our clients (eg. health, medical conditions, race, religion etc). If we are made aware that we have received information from anyone under the age of 16 or any sensitive data in then we will take steps to erase such information from our database.

Data rights

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right not to receive marketing information at any time by contacting us directly at the practice on 01738 259427.

Subject Access Rights

You have a right to access the personal data about you that is held by us. To obtain a copy of the personal information we hold about you, please write to us at the following address: Perth Equine Vets, Inveralmond Business Centre, Unit G5, 6 Auld Bond Road, Perth, PH1 3FX. The request can only be made if we are provided with verification of personal identity (2 separate documents of valid ID). We endeavour to respond to a subject access request as promptly as possible within the 30-day statutory time limit. We have the right to refuse access if the request is repetitive, unfounded or excessive.

If you have any complaint regarding personal data then please contact us at : Perth Equine Vets, Inveralmond Business Centre, Unit G5, 6 Auld Bond Road, Perth, PH1 3FX, 01738 259427.

If you are not satisfied with the way in which we have resolved your complaint, you may wish to contact the Information Commissioner's Office (ICO).



PERTH EQUINE VETS

Your local horse vets

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01738 259 427

Cookies

In order that we can monitor and improve the Website, we may gather certain information about you when you use it, including details of your domain name and IP (Internet Provider) address, operating system and browser. A cookie is an element of data that a website can send to your browser, which may then store it on the hard drive of your computer. Cookies allow us to understand who has seen which pages and advertisements on the Website and to make the Website more user friendly. We use cookies so that we can give you a better experience when you return to the Website. Most web browsers automatically accept cookies. You do not have to accept cookies and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie. This will give you the opportunity to decide whether to accept it or not. We may also use cookies to provide you with customised information from the Website.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page.

If you have any queries about data protection, please contact us on 01738 259427.