

Privacy Notice

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are:

Southcrest Veterinary Centre

97 Mount Pleasant

Redditch

Worcs

B97 4JD

Tel. (01527) 550111

Email: info@southcrestvets.co.uk

We are a private, independent, single-site veterinary practice, run as a partnership. The partners are veterinary surgeons: Adam Lloyd-Lucas MRCVS, Lindsey Carruthers MRCVS and Jessica Bahlmann MRCVS.

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulations which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use when you register with us in person, by phone or through our website is as follows:

Name
Address
Telephone numbers
Email address
Details of your pet(s)

We may request financial details (eg credit/debit card details) for paying invoices.

This information comprises our legitimate business needs to provide the best care for your pet(s).

We may contact you by post, phone (text) or email for:

Sending out vaccination reminders and other preventative treatment advice

Information on or changes to our services and conditions

Invoices

Treatments or goods may be sent by post, on request

Up to date telephone numbers are especially important to communicate test results and for progress reports if we need to admit your pet for treatment.

Keeping your information secure

Your information will be contained within Southcrest Veterinary Centre, on our computer system, where only authorised employees or our computer management provider (AT Veterinary Systems) with passwords can gain access. Any written consent forms with your personal data will be kept locked away with only authorised access.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party without your consent unless we are unable to obtain fees for our services, requiring us to pass your details to a debt collection agency or Solicitor. All such third parties are required to maintain confidentiality in relation to your files and data.

We may transfer your records to a new veterinary surgeon, at your request, should you change to a different veterinary surgery.

We may refer your pet, with your consent, to a chosen veterinary specialist.

In order for us to process any pet insurance claim for you, we will be required by your company to provide your pet's history and treatment costs.

Samples sent to our chosen laboratories will only require your pet's details and your surname for identification.

Information will not be transferred to a third country or recipient outside the European Economic Area (EEA).

Retention of information

We will only keep your records for as long as we need for legitimate business use and in case of a future enquiry, claim or other circumstance which may arise and whilst you are registered with us for the treatment of your pet/s. In all instances records will only be kept for a maximum of 7 years following discharge of your pet/s from our practice.

Changing or deleting information

We will endeavour to keep your records accurate and up to date. Please inform us about any changes.

Your rights

Under the General Data Protection Regulation you have a number of important rights, free of charge. In summary, those include rights to:

Access the personal data we hold about you

Have inaccurate or incomplete data rectified or updated

Require us in certain situations to erase personal information

In certain situations have personal data restricted

In certain situations to have your personal data transmitted to another data controller to make it easier for you to switch to another practice

Object at any time to processing of personal information concerning you for direct marketing

Withdraw any consent that you have given to the processing of your personal data

How to complain

If you are unhappy with your data handling, please contact Adam Lloyd-Lucas, or one of the other partners. If we have been unable to resolve any issues, then you have the right to complain to the ICO (Information Commissioner's Office):

<https://ico.org.uk/concerns> or telephone 0303 123 1113