

Bredy Vets Privacy Policy

Registered Address: Windover House, St. Ann Street, Salisbury, Wiltshire SP1 2DR.

Company Registration Number: 07800454

Vat no: 422 9628 45

Bredy Veterinary Centre Ltd is an independent business. We are committed to protecting and respecting your privacy.

When registering as a client with us at Bredy Veterinary Centre Ltd, the personal information that you share with us will be recorded on the company's computer system. Once registered your personal information will also appear on paper records generated from our computer system records.

1. We may use the personal information that you provided us with:

- Your name (title, forename(s) & surname(s))
- Your address(es)
- Your telephone number(s)
- Your email address(es)
- Benefit status (proof of benefits)
- Your animal(s) details and clinical history

2. We may use your provided information as follows:

- Send reminders about the treatments your pets are due eg. vaccinations, anti-parasitic treatments.
- Contact you regarding appointments.
- Contact you regarding your account.
- Apply for charitable assistance on your behalf (if applicable).
- Audit accounts and if applicable to share your details with an external debt collection agency as per our Standard Terms of Business.
- Registration and submission of microchip details implanted into your pet (s) with the relevant database company.
- Registration and submission of Legal documents relating your pet/s passport or import/ export process with the associated government body and your specified transport company.
- Processing of Pet Insurance Claims on your behalf.
- Processing Laboratory tests for your animal on your behalf with an external laboratory.
- Reporting the results of laboratory tests.
- Contact you with regard to your pet/s treatment and progress.
- Arrange referral to Veterinary Specialists at your request.
- Arrange crematorium services for your pet(s).
- Contact our registered governing body or insurers for the purpose of dispute resolution.

3. We will use the following methods to correspond with you:

- Telephone, post, SMS text and email

Should you wish to opt out of any reminder services for your pet's treatments then please contact the reception team on 01308 456771 or speak to them at the practice in person.

You may also choose to follow us and engage with us on Facebook. You can manage or stop your interaction with us via this social media from your own Facebook account.

4. The Company's Website

www.bredyvets.co.uk

Our website does not have a 'point of contact' form where you can input your personal contact information.

If you access another website from a link on our website *please read the privacy policy on that particular website to confirm how a separate company will use your personal information obtained.*

We will not pass your information onto other organisations or websites.

5. Where your data is stored

We store your data using on-premises servers and secure encryption for offsite backup, which are password protected.

Only current employees of Bredy Veterinary Centre Ltd., the software provider and our managed IT provider have access to the database.

Any paper records that we hold are kept secure on the business premises and are only accessible to current staff with a legitimate reason for access.

6. Sharing your data

We do not share your personal details with any third parties for marketing purposes, market research or commercial purposes.

We may pass on your personal information if we have a legal obligation to do so or if we have to enforce our Standard Terms of Business relating to recovering monies owed to the company with the use of an external Debt Recovery Company.

Should you seek the services of another Veterinary Surgeon/ Practice, or require a referral to a Specialist or Referral Centre, they may request your pet's clinical history. Your pet's clinical history will be sent by email or post to the requesting Veterinary Practice or Referral Centre. This will also include your personal details as the registered owner/keeper of the animal. This is part of the Code of Professional Conduct for Veterinary Surgeons, written by the Royal College of Veterinary Surgeons (the governing body of vets in the UK).

If you are eligible for charitable assistance, at your request, once we receive the relevant proof of eligibility from yourself, we will pass this information on to the appropriate charity to enable the request for financial assistance to be processed. Please read this Charity's own privacy policy to confirm how this separate company will use your personal information obtained.

We may share your details where required with:

-External services that the company sources on your behalf.

-Registration of your pet's microchip.

-External laboratories where tests such as blood, urine and faeces tests are requested.

-Manufacturer's technical help support enquiries relating to the treatments that your pet receives.

-Manufacturer's loyalty schemes.

-Pet Health Plans; the purchase of the practice health plans are run through an external company. Please read this external company's own privacy policy to confirm how this separate company will use your personal information.

-Pet Travel Scheme, plus Import and Export; completion and submission of documentation relating to your Pet's travel outside of the UK. This includes correspondence with the relevant government authorities and travel companies. Please read this external company's own privacy policy to confirm how this separate company will use your personal information.

-Crematorium services

-Vet Compass. This is a project which collects information from veterinary consultations in order to present a picture of national disease levels in companion animals.

-Information relating to the business's accounts which may include client account details may be shared with our accountants for the purpose of reconciling the business accounts only. Any transport of paper documentation will be secure and electronic media password protected.

7. Retention and Destruction of data

We have an obligation to abide by The Code of Professional Conduct (produced by The Royal College of Veterinary Surgeons) to ensure that all our client and clinical records are retained on file.

The Practice Policy is to retain these files for the lifespan of the pet (usually up to 20 years). All electronic files remain active whilst you and your pet(s) remain a registered client. Should you move away from the area or choose to transfer to the care of another Veterinary Surgeon / Practice, once a copy of your records have been sent to yourself and/or the new Veterinary Surgeon, we will then mark your file as inactive. Your file remains archived on our computer system.

All electronic storage devices that are no longer in use but which hold relevant in date data are stored on the business premises securely.

All paper records relating to your pet are archived securely on the business premises for the purpose of legal records.

All paper records will be marked for destruction date 7 years after the last entry.

Our copies of your credit card payments (payment slips) will be archived securely on the business premises for tax purposes. They will be marked for destruction 18 months after the payment.

Paper records will be shredded with a registered waste company.

Electronic storage devices are to be permanently wiped of their data by using a 'File Shredder'.

8. Your Rights.... a Subject Access Request

You have the right to request an electronic copy of the personal information that we hold about you.

Your request to access this information must be made in writing to the Directors or Practice Administrator.

The Directors or Practice Administrator will respond to your request within 40 days and provide you with a copy of the personal information that the company holds about you on an easily readable electronic formatted media. This will be sent to you via a recorded delivery package.

9. Accountability

In the UK under the General Data Protection Regulation (GDPR), we have an obligation to notify the regulator 'The Information Commissioner's Office' (ICO) within 72 hours of a data breach being identified when the personal information meets certain criteria.