

## **Afon Veterinary Centre Limited GDPR Privacy Notice**

Afon Veterinary Centre will be what's known as the 'Controller' of the personal data you provide to us. We only collect basic personal data, including name, address, email and phone numbers, in addition to details on your pets and their history.

### **Why we need your Data and what do we do with it?**

We need to know your basic personal data in order to provide animal care (both emergency and preventative) with the legal basis for this being contractual fulfilment. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

There are also additional legitimate interests pursued by us. These might include sharing information on preventative health care, practice updates and news e.g. newsletters via email.

We will also process insurance claims on your behalf, process your Microchip Registration and send tests to external laboratories. At times your details will be shared securely with other veterinary suppliers e.g. other 1st Opinion Practices or Referral Centres (upon your request).

We also send text reminders for annual vaccine boosters and worming and flea applications. You can unsubscribe at any time by telling us, by phone or email.

If you request to join our pet health club we will share your details with Simply Health our health plan provider. We do not retain your direct debit details.

We will share your details with the County Court in the event of you not settling your account.

All credit and debit card receipts are stored securely and destroyed after a short period of time.

### **What we do with your Data**

All the personal data we hold is processed by our trained staff.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

Electronic captured details will be stored and shared securely:

- on our secure and protected servers
- using passwords protected or encrypted emails where necessary
- on safely secured back-up systems

Document captured details will be stored and shared securely e.g. signed consent forms (in locked container within Practice with controlled access – held for required retention period).

### **How long do we hold your Data?**

All documentation relating to Animal Care e.g. Test Results, Referral Letters, Consent Forms, will be retained for a period of at least 6 years.

All electronic animal history will be retained for a period of at least 6 years.

### **What are your Rights?**

If at any point you believe the information we possess on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated.

#### **Specific Rights include:**

- You have the right to access the personal data we hold.
- You have the right to rectification: the right to have personal data rectified if it is inaccurate or incomplete.
- You have the right to erase: the right to request the deletion or removal of personal data when there is no compelling reason for its continued processing.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the Law you can complain to the Information Commissioner's Office <https://ico.org.uk>

admin@afonvets.com

The Data Protection Officer (DPO) for the company is Catherine Costello.