

Chaseview Veterinary Clinic Ltd Privacy Notice

This privacy notice tells you how Chaseview Veterinary Clinic Ltd will collect and process your personal data if you register as a client, purchase our services and products, and use our website.

About Us

Chaseview Veterinary Clinic Ltd is an independent mixed veterinary practice in Ross on Wye, Herefordshire. Our website address is: <http://chaseviewvets.co.uk>. We protect the health and well-being of your animals, offering a range of services that include: diagnosing and treating the sick and injured, advising owners on the right care, and providing a range of care related products for purchase.

Who to contact regarding your personal data

We take your privacy seriously and would be happy to answer any of your questions about this privacy notice and how Chaseview Veterinary Clinic Ltd uses your data. They can be contacted directly at info@chaseviewvets.co.uk or on 01989 562251.

The personal data we collect and process

There are four main ways we process the personal data you provide. We endeavour to keep this information accurate and up to date, and not keep it longer than is necessary.

1. To administer your account as a client

In order to provide our service effectively and ensure the best possible care for your animals, we need to collect and process the following personal data when we register you as a client.

Personal data type	How the data is collected
First name, Last name	As part of registering to be a client
Address	As part of registering to be a client
Phone number (normally a mobile)	As part of registering to be a client
Email address	As part of registering to be a client

This personal data will be used for the following services and purposes:

- To administer your account and provide the products and services you have requested from us. For example, invoicing, calling to change an appointment and to keep a record for legal and accounting purposes.
- To inform you of service information about the practice. For example, changes at the practice, notification of seasonal opening times or changes to out of hours availability.
- If you have pet insurance and you wish to make a claim, we will pass on your pet's clinical history with your name and address to your insurance company to allow them to process your claim.
- If we take a blood sample from your pet, we send the sample to our supplier and provide your surname and address for identification purposes only.
- *Please note the examples given at not the exclusive list*

2. To send you marketing communications as a surgery client

We send all our clients the following marketing communications

- News information on animal welfare, like top tips for exercise and health checks you can do yourself.
- Promotions and the latest related product offers.

Clients find these communications useful in administering care to their pets and to keep up to date with what is going on at the practice. They are **only sent to existing clients who can opt-out at any time.**

The personal data that we process for these communications is name, patient name, address, email address and mobile phone number.

We would like our clients to enjoy these communications, so it is important to note that you can opt-out at any time by:

- Clicking the 'Unsubscribe' link in any marketing communications.
- Calling our team at the practice on 01989 562251.
- Dropping into the surgery and speaking to a member of our team.

3. To share with veterinary related 3rd parties WITH your consent

There will be occasions where we will need to ask for your consent to share your personal data with a 3rd party:

- If you would like your animal to be referred to a specialist veterinary surgeon, we will provide them with your animals clinical history with your name and address to enable them to confirm your referral appointment.
- Should you wish to move to an alternative veterinary surgery, we will provide your animals clinical history with your name and address to your new vets before closing your account.
- Should you wish to chip your animal, we register your name, address and contact number with the chip provider. Note that chipping most animals is a legal requirement and we share your personal data in this case under a legal obligation to do so.

Chaseview Veterinary Ltd will not pass on your personal data to any third parties without your consent unless the law requires us to do so. We do not provide any personal data to the suppliers of the medicines we administer or the pet care products we sell.

4. **When you use our chaseviewvets.co.uk website**

When someone visits www.chaseviewvets.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things like the number of visitors to the various parts of the website. This information is processed in a way which does not identify anyone. When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

We use cookies, which are small text files that are placed on your computer when you visit. We do this to make our website work more efficiently and to promote our news, products and services on social media. Visit www.chaseviewvets.co.uk/ cookies to manage your cookie settings and view more information on how we use them and why.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

Chaseview Veterinary Clinic Ltd uses a third party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses (a number assigned to each of your devices connected to the internet by your broadband provider) of visitors to the Chaseview Veterinary Clinic Ltd website.

We provide contact forms on our website and collect users' personal information to help them complete certain tasks. Each form details the information required and an explanation of what the form is for. For general enquiries, once an enquiry has been dealt with, the data is deleted in line with Chaseview Veterinary Clinic Ltd procedures.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Disclosure of personal data to our service providers

We may pass on your personal data to service providers contracted to Chaseview Veterinary Clinic Ltd in the course of dealing with you. They act as a data processor on our behalf and are obliged under contract to keep your details secure, and only

use them to fulfil the services they provide on our behalf. When they no longer need your data to fulfil this service, they dispose of it in line with Chaseview Veterinary Clinic Ltd procedures.

How long do we process your data for?

Chaseview Veterinary Clinic Ltd is required to retain information in accordance with the law, such as information needed for income tax and audit purposes.

In order to comply with our professional liability insurance, we keep and securely store past clients records for seven years. This includes full name, address, email address and telephone number, but excludes bank account details.

If you leave a comment on our website, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

Your rights as a data subject

- *Right of access* – you have the right to request a copy of the information that we hold about you.

You can do that by calling 01989 562251. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

Please note that you will need to provide proof of identity – a current passport or driving licence.

- *Right of rectification* – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- *Right to be forgotten* – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- *Right to restriction of processing* – where certain conditions apply to have a right to restrict the processing.
- *Right of portability* – you have the right to have the data we hold about you transferred to another organisation.
- *Right to object* – you have the right to object to certain types of processing such as direct marketing.
- *Right to object to automated processing, including profiling* – you also have the right to be subject to the legal effects of automated processing or profiling.
- *Right to judicial review*: in the event that Chaseview Veterinary clinic Ltd refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

Complaints

We take the processing of your personal data very seriously and are here to help with any concerns you may have. Please do contact the practice at info@chaseviewvets.co.uk or 01989 562251.

If you are still not happy with how your personal data is being processed by Chaseview Veterinary clinic Ltd or how your complaint has been handled, you also have the right to lodge a complaint directly with the Information Commissioners Office at <https://ico.org.uk/concerns/> or by calling 0303 123 1113.