

# Chorley Vets Privacy Policy

## **1. Introduction**

Chorley Vets are committed to safe guarding our clients' data. Our Privacy Policy explains in detail the types of personal information we may collect about you. It explains how we keep, store and handle personal information to keep it safe

## **2. Who are Chorley Vets?**

Chorley Vets are an independent, family run business affiliated with Brett's Pets. We do not have any other branch surgeries, so all data is held at our one site.

## **3. How do we collect personal information?**

We will collect personal information by various channels of communication including:

- When you register your details as a new client at our surgery
- When you complete an online form requesting to be contacted for appointments
- When you sign up to our Pet health
- When your pet needs to be referred by a vet to a specialist
- When you visit our website
- When you communicate with us via social media
- When you contact us to ask questions, raise an issue or make an enquiry
- When you ask a member of staff to email you information about a service, product or treatment
- When you have your pet micro-chipped with us
- When you give feedback, comment or review our services. Any individual may access personal information related to them, including opinions
- When you complete any forms. This includes if we have a visiting specialist to treat your pet or we refer your pet to an external specialist or alternative service i.e. hydrotherapy
- When you have given a third party permission to share the personal information they hold about you with us, i.e. transfer of history to another practice.
- When you access the surgery through Brett's Pets whom have CCTV systems operating for the security of both customers and staff and for the prevention of crime. These systems may record your image during your visit.

We also collect your personal information when our suppliers and partners share information with us about the service, product or treatment you have purchased.

#### **4. Why we need to collect personal information?**

We will ask for some essential information including your title, first name, surname, post code and address, email address, telephone and details of your pet. These are collected to help us to ensure

- we can provide veterinary services and treatment to your pets
- register your details as a new client to make appointments
- complete and manage your pet health plans
- process payments for treatments and services provided
- assist in the prevention of fraud and to assist us legally or for debt recovery
- receive and respond to feedback, complaints and reviews
- send out reminders i.e. boosters, flea/worm treatments
- save time when you register online
- notify you of any changes to our services

#### **5. Information that is automatically collected**

When you visit our Website or social media, we may collect certain information automatically from your device.

#### **6. Third party information**

We may receive your information from other Veterinary surgeries should the transfer of history be required. We will ensure you have given consent for them to do so. We will also liaise with debt collection agencies where outstanding balances have remained unpaid

#### **7. Who do we share your personal information with?**

We may disclose your personal information to the following categories of recipients:

- to specialist referral centres or specialist veterinary hospitals, when we refer your pet for specialist diagnosis or treatment
- to other veterinary professionals, if you request that we transfer your pet's patient history on transferring to another veterinary surgery
- to insurance companies with whom you have insured your pet
- to laboratories and other suppliers who you have agreed we may provide your details to and who require them in order to provide services in relation to your pet
- to other members who provide data processing services to us, or who otherwise process personal information for purposes that are described in this Privacy Policy or notified to you when we collect your personal information.
- Examples of the kind of third parties we work with are -
  - IT companies who support our Website and other business systems
  - Google, Facebook, Instagram, Twitter and other social media platforms
- to any competent law enforcement body, regulatory, government agency, court or other third party where we believe disclosure is necessary in the matter of applicable law or regulation, in order to exercise, establish or defend our legal rights

- to any other person with your consent to the disclosure.

Where we share your personal information with third party service providers and partners we apply a policy to ensure your personal information is safe and in order to protect your privacy. Our policy requires:

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.
- If we stop using their services, any of your personal information held by them will either be deleted or rendered anonymous (subject to applicable law).

If you have any questions about the third parties we share your personal information with, please contact us

## 8. Data retention

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

## 9. Your data protection rights

You have the following data protection rights:

- If you wish to **access, correct, update or request deletion of your personal information**, you can do so at any time by contacting the practice your pet is registered with.
- In addition, you can **object to processing of your personal information**, ask us to restrict processing of your personal information or request portability of your personal information.  
You can exercise these rights by contacting us using the contact details provided under the “**How to contact us**” heading below.
- You have the right to **opt-out of marketing communications** we send you at any time. You can exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing e-mails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), then please contact us using the contact details provided under the “**How to contact us**” heading below.
- Similarly, if we have collected and process your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a data protection authority** about our collection and use of your personal information. For more information, see the section headed “**contacting the regulator**” below.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

## **10. Contacting the regulator**

If you feel that your personal information has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal information, you have the right to raise a complaint with the Information Commissioner's Office. You can contact them by calling 0303 123 1113 or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (please note we cannot be responsible for the content of external websites).

## **11. How to contact us**

Telephone : 01257 274767

Email : [reception@chorleyvets.co.uk](mailto:reception@chorleyvets.co.uk)