

# **Bowbridge Veterinary Group Privacy Policy**

This policy (together with our Terms and Conditions and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. As a veterinary practice we have what is known as a legitimate interest in holding certain details of our patients and clients. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. You consent, by using our Website, registering with us and by using our veterinary services that the personal information you provide will be held on a cloud based practice management system created and managed by VetIt. As we require this data to treat your animals and for legal reasons it is necessary for the performance of the contract with you, we consider (under section 3, article 6 of the GDPR regulations) that formal, written consent is not required to record this data.

## **Our contact details**

Name: Bowbridge Stroud Ltd trading as Bowbridge Veterinary Group

Address: Bowbridge Surgery, Butterow Hill, Stroud. GL5 2LA

Phone Number: 01453 762350

E-mail: [info@bowbridgevets.co.uk](mailto:info@bowbridgevets.co.uk)

## **What information do we collect and why?**

When you register your pet with us you will be asked for some essential information including your title, first name, surname, postal address, email address and telephone numbers. These details are collected either in person, by telephone or online, to help us:

- Register your details as a new client or update your details if they change

- Register your pet (s) on our system
- Register your pet on health plans
- Make appointments
- Process the fees due for any treatment
- Contact you about your pet, your account or credit status where required;
- Let you know about any changes to our services
- Contact you to advise when your pet(s) need timely treatments in the best interests of their health
- We will also automatically collect data such as dates and times of your visits to our Website.

### **Who may we sometimes share your data with?**

- Other vet practices and health care providers including referral centres to ensure your pet's medical care in the future
- Insurance companies who request a pet's medical records to process an insurance claim
- Financial data to agencies assisting us with unpaid debt.
- External Laboratories

### **How we protect your information?**

Your data is stored securely on VetIt's managed servers. Our in house IT systems are regularly reviewed and updated to the latest operating systems by an external IT support company, Toggletech. We have processes in place to deal with potential breaches to information security, and these include communication to you and our regulators where we are legally required to do so. We will destroy your information when you no longer wish be registered as a client by deleting your data from our practice management software and, where applicable on any pet care plan software.

## **Statement on the use and disclosure of Personal Data**

We may send you SMS, post or emails to contact you about treatments we consider your pet(s) may require in the best interests of their health, for example vaccination reminders. We may also send you health care advice for your pet(s). We consider the above communication vital to maintaining the health of your pet(s) and that it is required for us to offer the level service we strive for. We therefore do not consider it necessary to ask you to opt in to such communications. We will not pass your data onto third parties. You can also exercise your right not to receive these communications at any time by contacting us on 01453 762350

## **Cookies**

In order that we can monitor and improve the Website, we may gather certain information about you when you use it, including details of your domain name and IP (Internet Provider) address, operating system and browser. A cookie is an element of data that a website can send to your browser, which may then store it on the hard drive of your computer. Cookies allow us to understand who has seen which pages and advertisements on the Website and to make the Website more user friendly. We use cookies so that we can give you a better experience when you return to the Website. Most web browsers automatically accept cookies. You do not have to accept cookies and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie. This will give you the opportunity to decide whether to accept it or not. We may also use cookies to provide you with customised information from the Website.

## **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@ bowbridgevets.co.uk](mailto:info@bowbridgevets.co.uk) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at: The Data Protection Officer, Bowbridge Veterinary Group, Butterow Hill, Stroud GL5 2LA

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:	Information Commissioner's Office
	Wycliffe House
	Water Lane
	Wilmslow
	Cheshire
	SK9 5AF
Helpline number:	0303 123 1113
ICO website:	<a href="https://www.ico.org.uk">https://www.ico.org.uk</a>