



## Coxheath Veterinary Surgery<sup>1</sup> Privacy Notice

This privacy notice tells you how Coxheath Veterinary Surgery will collect and process your personal data if you register as a client, purchase our services and products, and access our website.

### About Us

Coxheath Veterinary Surgery is an independent veterinary surgery in Coxheath near Maidstone in Kent. We protect the health and well-being of your pets, offering a range of services that include: diagnosing and treating sick and injured animals, advising owners on the right pet care, and providing a range of care related products for purchase.

### Who to contact regarding your personal data

We take your privacy seriously. Our Data Protection Manager (DPM) looks after data protection and would be happy to answer any of your questions about this privacy notice and how Coxheath Veterinary Surgery uses your data. The DPM can be contacted directly at [info@coxheathvets.co.uk](mailto:info@coxheathvets.co.uk) or on 01622 743888.

### The personal data we collect and process

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

#### 1. To administer your account as a surgery client

In order to provide our service effectively and ensure the best possible care for your pet, 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

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<sup>1</sup> Coxheath Veterinary Surgery is a trading name of Coxheath Veterinary Clinic Ltd

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

- To administer your account and to 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, by email or text, of service information about the practice. For example, notification of changes to opening times or 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.
- For certain non-routine diagnostic samples that we send to our external laboratory e.g. blood samples for pet export certification, we are required to provide your surname and address for identification purposes only.
- If you request an individual cremation, we will provide your surname for identification purposes only.

## **2. To send you marketing communications as a surgery client**

We send all our clients the following marketing communications:

- Reminders for pet vaccinations and administering preventative healthcare treatments.
- Information about the surgery.

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

The personal data that we process for these communications is first name, 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 email.
- Calling our team at the surgery on 01622 743888.
- Dropping into the surgery and speaking to a member of our team.
- Reply to our communications text with "stop".

## **3. To share with veterinary related 3<sup>rd</sup> parties WITH your consent**

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

- If you would like your pet to be referred to a specialist veterinary surgeon, we will provide them with your pet's 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 pet's clinical history with your name and address to your new vets before closing your account.
- Should you wish to chip your pet (cats and rabbits), we register your name, address and contact number with the chip provider. Note that chipping dogs is a legal requirement and we share your personal data in this case under a legal obligation to do so.

Coxheath Veterinary Surgery 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. Accessing our Coxheath Veterinary Surgery website – [www.coxheathvets.co.uk](http://www.coxheathvets.co.uk)**

We do **not** collect any user data when someone visits [www.coxheathvets.co.uk](http://www.coxheathvets.co.uk).

Our website does **not** use cookies.

Coxheath Veterinary Surgery 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 Coxheath Veterinary Surgery website.

We provide contact forms on our website which opens a new email message on your computer that is directed to our email address when you click on send.

#### **Disclosure of personal data to our service providers**

We may pass on your personal data to service providers contracted to Coxheath Veterinary Surgery 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 Coxheath Veterinary Surgery procedures.

#### **How long do we process your data for?**

Coxheath Veterinary Surgery 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.

We will only process your personal data whilst you are an active client. After two years and six months of inactivity, we will email or call clients to prompt them to see if they wish to remain as a client. After three years, we will write to or call clients again. If there has been

no activity for three years and six months, and no response to our enquiries we will close the client's account and archive the data.

### **Your rights as a data subject**

At any point while we are in possession of or processing your personal data, you as the data subject, have the following rights:

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

You can do that by visiting [www.coxheathvets.co.uk/contactus](http://www.coxheathvets.co.uk/contactus) or by calling 01622 743888. 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 the GDPR legislation requires you to provide us with proof of your identity - in the form of a current passport or driving licence – before we can action your request.**

- *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 have the right not to be subject to a decision based solely on automated processing or profiling.
- *Right to judicial review*: in the event that Coxheath Veterinary Surgery 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 Data Protection Manager at [info@coxheathvets.co.uk](mailto:info@coxheathvets.co.uk) or 01622 743888.

If you are still not happy with how your personal data is being processed by Coxheath Veterinary Surgery 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.