



**PAULINE SELL VETERINARY SURGEON**

BVET MED, CERT SAS, MRCVS

**SURGERY:** DARWIN COTTAGE, THE HEATH, HATFIELD HEATH, CM22 7EB

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## **PRIVACY POLICY**

THIS PRIVACY POLICY IS FOR **PAULINE SELL VETERINARY SURGERY** AND GOVERNS THE PRIVACY OF ITS CLIENTS. THE POLICY COMPLIES WITH THE NEW **GENERAL DATA PROTECTION REGULATION (GDPR)** LAWS AND REQUIREMENTS. YOUR PRIVACY IS TAKEN VERY SERIOUSLY AND WE ARE DEDICATED TO HANDLING YOUR INFORMATION IN A SECURE AND RESPONSIBLE MANNER.

PAULINE SELL VETERINARY SURGERY WOULD LIKE TO KEEP IN TOUCH WITH ALL OUR CLIENTS ON IMPORTANT PET HEALTHCARE ISSUES. THE GDPR REQUIRES WE OBTAIN YOUR PERMISSION TO CONTACT YOU IN CERTAIN INSTANCES.

TO BE SURE YOU CONTINUE TO RECEIVE VACCINATION, FLEA AND WORM REMINDERS AND OTHER IMPORTANT PET HEALTHCARE AND PRACTICE UPDATES, PAULINE SELL VETERINARY SURGERY NEEDS TO RECORD AND PROCESS CLIENTS' BASIC PERSONAL DATA SUCH AS NAME, ADDRESS, AND CONTACT INFORMATION.

WE WOULD ALSO LIKE TO KEEP IN TOUCH WITH CLIENTS WITH IMPORTANT HEALTHCARE WARNINGS, AND ADVICE, VACCINATION RENEWAL DEADLINE REMINDERS, APPROPRIATE HEALTH CLINICS, NEWS AND UPDATES ABOUT THE RANGE OF PROFESSIONAL SERVICES WE OFFER. FOR US TO DO THIS, GDPR REQUIRES WE OBTAIN YOUR CONSENT.

### WHAT WE NEED

PAULINE SELL VETERINARY SURGERY WILL BE THE "CONTROLLER" OF PERSONAL DATA YOU PROVIDE TO US. WE ONLY COLLECT AND PROCESS BASIC PERSONAL DATA ABOUT YOU WHICH WILL INCLUDE YOUR NAME, ADDRESS, EMAIL ADDRESS AND CONTACT TELEPHONE NUMBERS. WE MAY REQUEST CLINICAL HISTORIES FOR YOUR PETS FROM YOUR PREVIOUS VETERINARY SURGEONS AND THIS MAY ALSO CONTAIN BASIC DATA ABOUT YOU.

### WHY WE NEED IT

WE NEED TO KNOW YOUR BASIC PERSONAL INFORMATION AND THAT OF YOUR PETS IN ORDER TO PROVIDE YOU WITH VETERINARY CARE AND PROFESSIONAL ADVICE CONCERNING GENERAL PET WELLBEING, PREVENTATIVE HEALTHCARE, DIETARY MANAGEMENT, AS WELL AS VACCINE REMINDERS FOR YOUR PETS REGISTERED WITH US. WE WILL NOT COLLECT ANY PERSONAL DATA FROM YOU THAT WE DO NOT NEED IN ORDER TO BE ABLE TO PROVIDE YOU WITH A COMPREHENSIVE VETERINARY SERVICE AND TO MEET ANIMAL WELFARE OBLIGATIONS. WITHOUT YOUR PERSONAL DATA, WE ARE NOT IN A POSITION TO PROVIDE VETERINARY CARE FOR YOUR PETS REGISTERED WITH US.

### WHAT WE DO WITH IT

ALL PERSONAL DATA WE COLLECT FROM YOU IS PROCESSED BY PAULINE SELL VETERINARY SURGERY STAFF IN THE UK. FOR THE PURPOSE OF I.T. HOSTING AND MAINTENANCE THIS INFORMATION IS LOCATED ON VETERINARY MEDICINE PRESCRIPTIONS, EUTHANASIA CONSENT FORMS, TREATMENT CONSENT FORMS, LABORATORY TESTS AND ANALYSIS REQUESTS, CONSENT FOR PRESCRIBING PRESCRIPTION MEDICINES AND MEDICINES PRESCRIBED "UNDER THE CASCADE", REGISTERING YOUR PETS MICROCHIP DETAILS FOR YOU, INDIVIDUAL CREMATION REQUESTS, NOTIFYING DRUG MANUFACTURERS SHOULD ANY UNDUE MEDICAL REACTIONS HAPPEN, ISSUING EUROPEAN PET PASSPORTS FOR THE EU TRAVEL SCHEME.

### WHO ELSE HAS ACCESS TO YOUR DATA?

NO THIRD PARTIES HAVE ACCESS TO YOUR PERSONAL DATA UNLESS THE LAW ALLOWS THEM TO. WE DO NOT SHARE YOUR PERSONAL DATA WITH ANYBODY OUTSIDE OF PAULINE SELL VETERINARY SURGERY WITHOUT YOUR PERMISSION. WE WILL NOT SHARE YOUR PERSONAL DATA WITH ANY ORGANISATION FOR MARKETING PURPOSES. WE MAY BE REQUIRED TO SHARE YOUR PERSONAL DATA WITH YOUR PET INSURANCE COMPANY. WE MAY ALSO NEED TO SHARE YOUR PERSONAL DATA WITH A VETERINARY REFERRAL CENTRE OR SPECIALIST SHOULD WE NEED TO REFER YOUR PET TO THEM. UNDER OUR TERMS AND CONDITIONS, WE MAY SHARE YOUR PERSONAL DATA WITH A DEBT COLLECTION AGENCY IN THE LAWFUL RECOVERY OF UNPAID VETERINARY FEES AND CHARGES.

### HOW LONG WE KEEP IT

WE ARE REQUIRED UNDER LAW TO KEEP YOUR BASIC PERSONAL DATA FOR A MINIMUM OF 7 YEARS, AFTER WHICH THIS MAY BE DELETED. SHOULD YOU WISH TO CHANGE YOUR VETERINARY PRACTICE, ONCE WE HAVE OBTAINED YOUR EXPRESS PRIOR CONSENT, YOUR DATA WILL BE HELD ONLY AS LONG AS UK LAW REQUIRES, AFTER WHICH IT WILL BE DESTROYED.

### WHAT WE WOULD ALSO LIKE TO DO WITH IT

WE WOULD LIKE TO USE YOUR NAME, MOBILE TELEPHONE NUMBER AND EMAIL ADDRESS TO REMIND YOU OF IMMINENT VACCINATION RENEWAL DEADLINES, TO REMIND YOU ABOUT PREVENTATIVE HEALTHCARE TREATMENTS, OR TO INVITE YOU TO "WELL PET" CLINICS. THIS INFORMATION IS NOT SHARED WITH THIRD PARTIES AND YOU CAN UNSUBSCRIBE AT ANY TIME, VIA: **PHONE – 07970 651710**, EMAIL – **MOBILEVET@BTINTERNET.COM**, OR BY POST OR VISITING THE PRACTICE – **DARWIN COTTAGE, THE HEATH, HATFIELD HEATH, CM22 7EB.**

### WHAT ARE YOUR RIGHTS?

IF AT ANY POINT, THE INFORMATION WE PROCESS ON YOU IS INCORRECT, YOU MAY REQUEST TO SEE THIS INFORMATION, AND HAVE IT AMENDED OR DELETED. IF YOU WISH TO RAISE A COMPLAINT ON HOW WE HAVE HANDLED YOUR DATA, YOU CAN CONTACT THE MANAGER RESPONSIBLE FOR DATA PROTECTION AT PAULINE SELL VETERINARY SURGERY, WHO WILL INVESTIGATE THE MATTER. IF YOU ARE NOT SATISFIED WITH OUR RESPONSE, OR BELIEVE WE ARE NOT PROCESSING YOUR PERSONAL DATA IN ACCORDANCE WITH THE LAW YOU CAN COMPLAIN TO THE INFORMATION COMMISSIONER'S OFFICE (ICO).

THE PERSON RESPONSIBLE FOR DATA PROTECTION AT PAULINE SELL VETERINARY SURGERY IS **PAULINE SELL** AND YOU MAY CONTACT HER DIRECT AT [MOBILEVET@BTINTERNET.COM](mailto:MOBILEVET@BTINTERNET.COM)

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