



Privacy Policy & Cookies

In accordance with the EU General Data Protection Regulation (GDPR), this policy sets out how we collect, use, protect or otherwise use your personal data.

Please read our privacy policy carefully as it contains important information on how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or supervisory authorities.

When do we collect information?

We collect personal information from you when you first register your pet with our practice. This will be stored on our electronic CRM system.

What information do we collect?

- Your name;
- Contact information including email address and phone number;
- Home Address including postcode;
- Other information relevant to a veterinary practice such as information about your pet and your pet's medical history and pet insurance details.

Please note the above list is not exhaustive and other information may be requested.

Why do we collect information?

- The information collected is required to understand your needs and provide you with a better service, and for the following:
- Record keeping;
- Improvement of services;
- Marketing, in line with the appropriate regulations;
- Ensuring safe working practices and access to systems and facilities;
- Audits.

Third Parties

We use certain third party service providers who may have access to your personal data so that they can provide services to us, such as our CRM provider, and animal hospitals for certain treatments and procedures, and insurance companies for insurance claims. When this occurs, we have a data protection compliant contract in place with these third parties.

Please refer to the GDPR legislation for instances where your data may be shared with law enforcement authorities.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit (if you allow) that enables the site's or service provider's system to recognise your browser and capture and remember certain information . Cookies are widely used to ensure websites work or work more efficiently and provide information to the owners of the site.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. Most web browsers, including Chrome and Internet Explorer, will allow some control of cookies through your browser settings. Each browser is slightly different, so look at your browser's Help menu to learn the correct way to modify your cookies. If you want to find out more about cookies, including how to see, manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

To opt-out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaopto>

Website Links

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Social Media Usage

While we may have official profiles on social media platforms, users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

Contact

If you have any queries, please do not hesitate to contact us through any of the contact methods on our website.