

## Privacy Policy – Standard

Updated: 12-01-2023

### Introduction

Moorgate Veterinary Group is committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about people who visit our premises and use our services, how we use it, the condition under which we may disclose it to others and how we keep it secure.

Our privacy policy can be found on our website at [www.moorgatevets.co.uk](http://www.moorgatevets.co.uk)

If you have any questions about either of our privacy policies, please contact us by emailing [admin@moorgatevets.co.uk](mailto:admin@moorgatevets.co.uk) or alternatively telephone 01626 833023.

### Reasons/purposes for processing information

As your chosen veterinary surgery, we have a legitimate interest in processing your data. We process personal information to:

- enable us to provide veterinary services to clients
- where processing enables us to enhance and personalise our services and communication for the benefit of our clients
- to provide communications including postal, which are of legitimate interest to you.
- to maintain our accounts and records and to support and manage our employees.

And with your consent:

- to communicate our offers and promotions

And/or

It is necessary in relation to a contract or agreement which you have entered into. Which may include:

- joining our pet preventative healthcare plans

### What information do we collect?

#### Personal data you provide

We collect data you provide us. This includes information that you give when registering at Moorgate Veterinary Group (the practice) for example:

- personal details (name, address, telephone numbers, email address)
- Information about your pets/animals, including holding numbers for farm animals

We collect this personal data over the phone, face to face in practice, by email and online if you register your pets via our website.

#### Information from third parties

We sometimes receive personal data about individuals from third parties. For example, if you have moved from another practice, we will request your previous records from that practice so that we are able to provide the best possible care for your pet. We also receive information from the Animal Plant and Health Agency and BCMS in order for us to carry our Tuberculin Testing services. We process this data in the same secure and responsible manner as data that we receive directly from you.

#### Sensitive personal data

We do not normally collect sensitive personal data (such as information relating to health) but there may be some situations where this may help in providing you with the best possible service. For example, if you are partially sighted and have a guide dog it would be useful to note this on your records. In these cases, we will take extra care to ensure that your privacy rights are respected and where possible, we will obtain your permission to record this information.

#### Accidents or incidents

If an accident or incident occurs in any of our three branches, then we will keep a record of this, which may include personal data or sensitive data. This is in accordance with our Health and Safety Policy.

#### How do we use your information?

We use the information we collect about you with your consent, or where it is necessary to fulfil our contract with you, where the contract is that of animal care. It will be assumed that when you register your pet/livestock with us that you wish us to enter into a contract of animal health care with you.

## **Marketing**

We do not currently use your personal data for marketing purposes, but we may use your data to communicate with you about the health of your pet. For example, we may send reminders, about vaccines, flea treatments and wormers via. post, text, email, or phone.

We will obtain your consent to use your personal data to communicate our offers and promotions before introducing marketing services in the future.

## **Sharing your data**

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

We may share your data with other veterinary practices where this has been requested in the interests of your pet's health care. This may happen if your pet has been referred to another practice for treatment or if you move from our practice to another practice.

We may share your information with insurance companies, where applicable for example when submitting an insurance claim at your request. By taking out an insurance policy you are giving consent for this.

We may pass your information to our third-party service providers for the purposes of providing services to you (for example to send vaccination reminders, register microchips, cremation services, laboratory services etc). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that required them to keep your information secure and not to use it for their own direct marketing purposes.

We may also share your data if we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

## **How do we store your data?**

As part of the services, we offer you, the information which you provide to us is stored within our practice management system, Merlin. Records will be available throughout the practice for the benefit of patient care and transferring records. Unauthorised personnel are not permitted access to our computers, and these are also password protected. We are confident that the UK based third party who maintains our computer systems and stores our data does so securely and is compliant with GDPR.

Hard copy files are stored securely at the practice away from public areas and we ensure that only trained personnel have access to the files.

If you use our services while you are outside the EU, your information may be transferred outside the EU to provide you with those services.

## **How long do we store your data?**

We do not keep personal data for longer than is necessary. We review our data retention periods for personal data on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. Information that is no longer required is securely deleted.

## **Your rights**

We want to ensure that you remain in control of your personal data. Part of this is making sure that you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we hold your personal data, and if we do, obtain a copy of the personal information we hold (this is known as subject access request)
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate data rectified
- Where technically feasible, you have the right to personal data that you have provided to us and will provide this in an appropriate format

Please bear in mind that there are exceptions to the rights above and although we will always try to respond to your satisfaction there may be situations where we are unable to do so.

If you would like further information about your rights or wish to exercise them, please write to our Branch Manager, Moorgate Veterinary Group, Mill House, Station Road, Bovey Tracey, Newton Abbot, Devon, TQ13 9AL or by email [tracy.laban@moorgatevets.co.uk](mailto:tracy.laban@moorgatevets.co.uk). Or contact them at the practice by telephoning 01626 833023.

## **Complaints**

If you wish to make a complaint that relates to your data protection and privacy rights, please contact the Branch Manager in the first instance. If you are not happy with our response, you can complain to the UK Information Commissioner's Office, which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk).

We will amend this Privacy Policy from time to time to ensure that it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policies will always be available on our website at [www.moorgatevets.co.uk](http://www.moorgatevets.co.uk)

