

# PRIVACY NOTICE

## INTRODUCTION

Beech House veterinary Clinic [BHVC] respects your personal information and undertakes to comply with all applicable Data Protection legislation currently in force.

BHVC may use personal information provided by you either with your consent or on the basis of the following:

1. Contract: the processing is necessary for a contract we have with you.
2. Legal obligation: the processing is necessary for us to comply with the law [not including contractual obligations].
3. Vital interests: the processing is necessary to protect someone's life.
4. Public task: the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.
5. Legitimate interests: the processing is necessary for our or your legitimate interests or the legitimate interests of a third party unless there is good reason to protect the individual's personal data which overrides those legitimate interests.

Except as provided under these terms, BHVC will not disclose your personal information without your permission unless such disclosure is required by law or other court order.

You are entitled to request a copy of the information which BHVC holds about you. If you become aware that the personal information BHVC holds about you is inaccurate, you may request that we amend it. Any request in this respect or any other correspondence relating to this notice should be directed to Alan Beatty.

Where processing is based upon consent, you have the right to withdraw consent at any time which will not affect the lawfulness of processing based on consent before its withdrawal.

The company's Data Protection Officer is Alan Beatty who will monitor GDPR compliance within the company and advise the company's employees of their obligations. If you have any concerns or need further information then please contact the Data protection Officer.

## HOW INFORMATION ABOUT YOU WILL BE USED

BHVC collects information about you. This is to enable us to provide a service to you and your pets.

## SHARING INFORMATION

Type of information	Who it is shared with	Legal basis for processing this information	Retention period for keeping this information
Name, Address, contact numbers, email address	<p>Internally: Shared with all members of staff.</p> <p>Externally: Referral Vets, Petlog [Microchip],  Insurance Companies</p>	<p>Legitimate interests: To retain medical information about your pet.</p> <p>Reminders are sent regarding booster vaccinations to ensure your pet's protection is up to date</p> <p>Your information is shared with Petlog so that they can contact you in the event that your pet is lost.</p> <p>Your information is shared with insurance companies when requested by them for a mutual client or when completing an insurance claim</p>	Your information is stored for a maximum of 20 years after your last contact with Beech House Veterinary Clinic

The independent regulator is the **Information Commissioner's Office [ICO]** in the UK. Where you have a complaint regarding the handling of your data which you do not think can be handled internally then you have the right to make a complaint to the ICO.