

Privacy Policy

At Stamford Veterinary Centre, we're committed to protecting and respecting your privacy.

This privacy policy explains when and why we collect personal information and what it is used for.

NOTE: By submitting personal data manually/in electronic form to us you give your consent that all personal data that you submit may be processed by us in the manner/purposes intended (as stated below).

Opt-Out

If at anytime you decide that you do not wish to receive information from us and want to be removed from our standard or Paw Points mailing list, please email stamfordvets@gmail.com.

Introduction

The term 'data protection' refers to the information about you personally (i.e. your name, address, telephone numbers). Due to changes within the law and advances in technology, our data practices may change from time to time. If changes arise, the practice will post the changes on our website (so we encourage you to check it frequently).

What type of personal data is collected from you?

In providing our services to you, typically we will collect:-

- Contact details such as your full name, full address, telephone number(s), and email address.
- Requirements/Disabilities
- We DO NOT store card payment/bank details

If you provide us with personal data relating to any third party (i.e. information about your spouse or other family members) for particular purposes, by submitting such data to us, you warrant that you have obtained their consent to provide us with personal data for those purposes.

Use of personal data

We will always abide by the GDPR's guidelines (from 25th May 2018). When we obtain your personal data it will be used for the following:-

- Create a file for your pets records and a form of identification
- To inform you of any new services, events or offers that may interest/benefit you (via email or post)
- We may use your information internally to improve our services and help resolve any problems

All staff members have their own passwords to gain access to the computer data system at Stamford Veterinary Centre. No unauthorised personnel has a password, therefore can not gain access to our records.

Under 16 years of age

We aim to protect the privacy of children aged 16 or under. Parent's/guardian's permission will be required prior to any person under the age of 16 years disclosing any personal data. All consent forms at Stamford Veterinary Centre must be signed by a person(s) 16 years or over.

Disclosure of your personal data

We do not sell, share or distribute your personal information onto unrelated third parties.

Except under these limited circumstances:-

- Personal data may occasionally be transferred to third parties who act for us for further processing only in accordance with the purposes for which it was obtained or for purposes to which you have subsequently given consent (i.e. Pet Healthcare Plans, Insurance documentation).
- To comply with legal requirements (such as the police/HMRC), for the administration of justice, to protect your vital interests, to protect the security or integrity of our databases or our website, to take precautions against legal liability, or in the event of our sale, merger, reorganisation, dissolution or similar event. Please note: data is not shared outside of these purposes.

NOTE: Before disclosing personal data to a third party, we require them to (by contract) take adequate precautions to protect and store that information.

Data Security in place to protect the loss, misuse or alteration of your data

We strive to protect the privacy and security of our database. We keep your personal data for as long as is necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

Our servers are protected by industry standard technology (firewalls and password protection). Our team who have access to data have been trained to handle such data properly and in accordance with our protocols and standards of confidentiality.

Although we cannot guarantee against any loss, misuse, unauthorised disclosure, alteration or destruction of data, we take reasonable steps to prevent this from happening.

Links on our website

Our websites may contain links to other websites run by other organisations. This Privacy Policy applies to our website (www.stamfordvets.co.uk) only. We recommend you read the privacy statements of other websites you visit. We cannot be responsible for the privacy protocols and practices of other sites, even if access from our website.

We using our online registration service, we can't 100% guarantee it's security. As a result, personal data transmitted to us is at your own risk.

Once we receive your information, we make our best effort to ensure it's security on our system.

Data Access/Updates

To gain access to the personal data we hold about you, proof of your identity will be requested. Only when we happy with identification you have supplied us with will we disclose to you the data we hold.

This will be supplied within 30 days of the initial request. Data will be supplied free of charge but multiple subsequent copies maybe chargeable.

We will correct, amend or delete any personal data that is inaccurate and notify any third party recipients of any changes made. If you wish to update your personal data, please email you request/ID to stamfordvets@gmail.com or post it to Stamford Veterinary Centre, 32 Main Street, Great Casterton, Stamford, PE9 4AA.

If you request your pet's clinical notes/your personal data to be sent to another veterinary practice, signed/written permission by yourself will be required prior to us forwarding the data. The data will be emailed to the email address supplied to us by the third party upon initial request.

If you wish to access or correct your personal data or if you have any questions about this Privacy Policy or concerns about the way we process your personal data, please email stamfordvets@gmail.com.

We keep this policy under regular review. This Policy was last updated in March 2018.