

Privacy Policy

Stoven Hall Equine Clinic and Rehabilitation Centre Limited

(Stoven Hall Vets)

Stoven Hall Equine Clinic and Rehabilitation Centre Limited (Stoven Hall Vets) ("We") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By engaging with our Practice to provide veterinary services or visiting www.stovenhallvets.co.uk, you are accepting and consenting to the practices described in this policy.

For the purpose of the EU General Data Protection Regulation 2016/679, the data controller is Stoven Hall Vets and Dr Sally Kidner is the Acting Group Data Protection Officer. All personal data collected by us or on our behalf will be processed in accordance with the GDPR.

Information we may collect from you

You may give us information about you by filling in forms on our website [www.stoven hall vets.co.uk](http://www.stovenhallvets.co.uk) (**our website**) or by corresponding with us by phone, e-mail, face to face in a practice or surgery, or otherwise. This includes information you provide when you register with Stoven Hall Vets, subscribe to our service, place an order, participate in social media functions, enter a competition, promotion or survey, visit our website and when you report a problem with our website. The information that we may request from you may include your name, address, e-mail address and phone number, financial and credit card information and personal description.

When you visit our website, we may automatically collect the following information. By accepting these terms, you provide your express authority for this data to be collected and used by us:

- [technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- [information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; and
- [page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

We may collect and process the following data about you We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

- [your name
- [Your address
- [Your e-mail addresses
- [your phone numbers

- [your financial information, including bank details and insurance details
- [your personal description
- [your photograph

In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this website. We may also receive information about you when your pet is referred to us from another practice.

How we use your information

All data collected by us will be used for the lawful purposes of providing you with our services relating to health and monitoring of the animals under your care. We will only ever process your personal data once you have provided your express consent for us to do so by accepting these terms.

Your data will be used for the purposes of providing veterinary services. We will also use your data in relation to analytics, research, marketing and regulatory purposes and may provide your data to trusted third parties for the express purpose of carrying out these tasks.

Our legal basis for processing this data falls into one of the following categories:

- o To enable us to form a contract with you to give information about the services we or trusted partners provide
- o To serve our legitimate business interests – such as processing a payment or sending you an appointment, vaccine, or other legitimate business-related reminder. Please note this may be by letter, telephone or electronic (e-mail) communication.
- o Where we have your consent – such as for marketing

We may share the information about you defined above with certain third parties, to enable us to provide the products and services defined in our Terms and Conditions. These include payment processors, insurers, indemnity providers and other professional and legal advisors, debt recovery agencies, referrals to other vets or specialist clinics and labs or other providers who support us in providing services to your pet.

We will retain information about you for as long as we have a legitimate business interest to do so. After this your information will be securely destroyed where possible or at least anonymised where destruction is technically impossible.

Securing your information

We understand the importance of keeping your information safe and secure, and we use a range of technical and organisational measures to achieve this. We only allow access to your information to those who have a legitimate business need to do so, and under strict confidentiality. We have processes in place to deal with potential breaches to information security, and these include communication to you and our regulators where we are legally required to do so.

Your Rights

Right to be Forgotten

You have the right to be forgotten. At any time, you may contact us and make a formal request for your personal data as held by us to be deleted and erased from our records in accordance with the GDPR. Any such request must be made in writing and can be sent to us via post or by e-mail. Upon receiving your request, we will review our records, databases, word processing systems, computer hard drives, hard copy files, voice recordings, photographs, monitoring and CCTV records, internet logs, telephone records, back-up files and third-party data processors' systems and delete your personal data within 30 days of your request. In the event that you do make such a request you will be agreeing to terminate your agreement with us and end your usage of our service immediately. This does not include data that we are legally obliged to keep a record of.

Under the GDPR you have the following rights over your information:

- [To fair processing by us of your information – we have to be clear and transparent about what we do with your information.
- [To **access, correct, update, or request that we stop processing or delete** your information. To exercise these rights please contact us via our practice.
- [To **opt out of marketing** communication – **write or email the practice if you do not wish to be included in any marketing material** and specify the categories of communication we use, such as leaflet, internet, media advertising etc. **that you do not wish you or your animals to be mentioned within. You will always be given anonymity in the first place unless you authorise us to use your name.**
- [To **withdraw your consent** for processing where we rely on your consent to process your information such as for particular usage: please do so in writing specifying which uses you do not give your consent to have your data processed by us.
- [To complain about our collection and processing of your information – you can do this via the ICO at the following link www.ico.org.uk/concerns

If you contact us to exercise any of these rights, we may ask for information about you to positively identify you and verify your request is valid.

You can contact us at info@stovenhallvets.co.uk

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

You can exercise your right to prevent such processing by writing to us setting out your objection. You can also exercise the right at any time by contact us at info@stovenhallvets.co.uk

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that **we do not accept any responsibility or liability for these policies. Please check these policies.**