

GDPR

For the purpose of the Data Protection Act 1998, the Data Controller is **Parkview Veterinary Clinic LTD.**

At Parkview Vet Clinic 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 you provide to us, will be processed.

We may collect and process the following data from you

- Information that you provide by filling in forms at our practice. This includes at the time of pet registration, consent forms, lost or found pets, requesting further services, for example referrals or laboratory work.
- If you contact us for any reason, we may keep a record of your correspondence, for example complaints, feedback, enquiries, student placements and CVs.

We collect this information so we can:-

- Carry out our duties as your veterinary service provider under standard terms of business
- Legitimate business interests for example
- Vaccine reminders
- Parasite treatment reminders
- Appointment reminders
- Health Check reminders
- Reviews and surveys
- Notify you of changes to our service
- We deem these categories as legitimate business interests, which means we think they are critical for us to provide you and your pet the best possible healthcare service.

For each of the above, you can choose to be contacted by text/SMS, email or letter or not at all.

HOW DO I REVIEW AND CHANGE MY COMMUNICATIONS PREFERENCES?

Please contact the practice reception team either in person or over the phone and they will update them for you.

All information you provide to us is stored within secure servers

DISCLOSURE OF INFORMATION

We may disclose your personal information to third parties if

- In the event that we sell or buy any business assets, in which case we may disclose your personal data to the prospective buyer or seller.
- If Parkview Vet Clinic is acquired by a third party, in which case personal data held by it will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligations, or in order to enforce or apply our terms and conditions and other agreements or to protect the rights, property or safety of Parkview Vet Clinic, our staff or customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

THE ACT GIVES YOU THE RIGHT TO ACCESS INFORMATION HELD ABOUT YOU.

UPDATED SEPT 2021