



# Howells Veterinary Services Ltd.

## Privacy Policy

### 1 Introduction

Our Privacy Policy forms part of our terms and conditions.

The policy sets out the basis upon which we will process any personal information we collect from you, or that you provide to us.

For the purpose of the GDPR regulations, the data controller in respect of your personal information is Howells Veterinary Services Ltd.

### 2 Information we may collect about you and others

We may collect and process information about you, including your name, address, contact details (including email addresses and telephone numbers). This information is referred to as personal information or data. It does not include clinical records or information about your animals.

We may collect and process information about you in the following circumstances:

- 1) when you register with us as a client.
- 2) when you communicate with us, e.g. during telephone calls or e-mailed correspondence.
- 3) when you fill in forms to submit to third parties e.g. insurance companies.
- 4) when you carry out financial transactions with us.
- 5) when you give us additional personal data whilst we are visiting your premises.
- 6) We may also receive information about you from third parties and add this information to our records. Examples of third parties include insurance companies, pet health plan providers and farm quality assurance providers.
- 7) We may hold personal information about another person known to you at your request. Examples include family members or friends who might look after your pet while you are away, or stock people who work for you. Prior to providing us with personal information about

another person, you must ensure that they are aware of the ways in which we use personal information and that they agree to their information being shared with us

### **3 How we use your information**

We may use personal information held about you in the following ways:

- 1) To enable us to carry out our legitimate business of providing veterinary services to you.
- 2) To provide you with information about our products or services.
- 3) To invite you to meetings, open days and practical workshops.
- 4) To provide you with reminders for vaccinations and worming and other important health-care measures.
- 5) To provide you with newsletters about animal health and welfare.
- 6) To comply with our legal and regulatory responsibilities, including to HMRC, APHA and DEFRA.
- 7) To notify you about changes to our terms and services.

### **4 Security of your information**

We place the highest importance on the securing of your personal data. We employ strict security procedures for the storage and disclosure of your information to prevent unauthorised access. Access to clients' personal data is limited only to those staff members of Howells Veterinary Services Ltd. who have need to use it during the course of their duties.

All personal information is stored on our secure servers which are held on-site.

The transmission of information via the internet is not completely secure. We will take steps to protect your personal information but cannot guarantee the security of data transmitted over the internet. Any transmission is at your own risk. Examples where we may transmit information electronically include communications with insurance companies, farm assurance scheme providers or pet health plan providers.

We will endeavour to keep your information up to date and accurate. You can help us to do this by informing us of any changes promptly.

### **5 Disclosure of your information**

We may disclose your personal information to third parties in the course of providing a veterinary service to you. Examples include external laboratories, pet health plan providers, insurance companies, farm quality assurance scheme providers and our veterinary software providers.

We will always strive to use service providers who are able to provide appropriate data privacy and security standards.

We do not sell personal data to third parties for any purpose.

We may disclose information about you if required to comply with statutory and related functions e.g. if asked to do so by the police or any other authority investigating suspected illegal activities.

We may also provide credit references about you in response to requests for references from third parties. We will ask your permission before sharing this information.

If any of your personal information is to be transferred to another country outside the European Economic Area (EEA), we will ensure as far as possible that suitable safeguards are in place before it is shared.

If Howells Veterinary Services is sold to new owners, we will disclose the details of our client base to the buyer which will include your personal information.

## **6 Data Protection Rights**

The General Data Protection Regulations provide rights for individuals. We are committed to upholding these rights, which are as follows:

### **Right of access:**

You have a right to request a copy of the personal information which we hold about you. Please note that in order to obtain this information you will need to provide valid proof of identity i.e. a current passport or driving licence.

### **Right of rectification:**

You have the right to correct data which is inaccurate or incomplete.

### **Right to erasure:**

You have the right to request that we delete or remove personal data where there is no legal reason for us to continue processing it. The right is not absolute and only applies in certain circumstances. There are circumstances where we may not be able to comply with your request, e.g. if you have an outstanding debt. If we are unable to comply with your request, we will explain why.

### **Right to restriction of processing:**

You have a right to restrict processing of your data in certain circumstances. Your data will still be held but not processed by Howells Veterinary Services Ltd.

### **Right of portability:**

You have the right to have your data transferred to another organisation.

## **Right to object:**

If we are relying on your consent to process your personal data, you have the right to withdraw your consent at any time. This will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw consent, we may not be able to provide services to you. We will advise you if this is the case.

## **7 Retention of information**

We will retain personal data for as long as necessary to fulfil the purposes for which we collected it, including the requirement to satisfy any legal, or reporting requirements.

Unless you request that we erase information, it will be held for at least seven years. If you request erasure, we may comply only if your request does not compromise our legal obligations concerning e.g. the recording of the use of veterinary medicines, and to HMRC.

## **8 Updates**

We may update this policy from time to time in response to changing legal, technical or business developments. We will take appropriate measures to inform you of changes, consistent with their significance.

## **9 How to unsubscribe from marketing communications.**

If you do not want to receive marketing communication from the practice, please let us know by electronic or conventional mail.

## **10 Contact Details**

Email – [office@howellsvets.co.uk](mailto:office@howellsvets.co.uk)

Telephone - 01347 823678

Write to – Howells Veterinary Services Ltd, York Road, Easingwold, York, YO61 3EB.