

PRIVACY NOTICE

Kirkby Vets (a trade name of Gurka Animal Care Ltd) is committed to protecting and respecting your privacy.

Please read the following information carefully; the information below is subject to change as the new GDPR (general data protection regulations) 2018 regulations are realised.

The purpose of this notice is to explain what personal data we (the practice) will collect from you, why we need this data, how we use the data you give us, who we share it with, your rights to your data and how long we will keep it for.

What information will we collect?

We require some personal information from you to enable us to provide our services to you and your pet(s). *We will not collect/process sensitive personal data.*

We will ask you to provide us with your name (surname), address, telephone number and (where appropriate) your email address.

We will collect information about your pet(s) but this information does not come under the GDPR regulations.

Why do we need this data?

We require this data to register you with the practice and create account(s) for your pet(s). This then forms a contract between you and the practice.

- ❖ **Surname** - to identify you and your pet(s)
- ❖ **Address** - to identify you and distinguish you from other clients with the same name and to send you vaccination reminders and invoices (where required) by post
- ❖ **Telephone number** – so we can contact you; to remind you of appointments, remind you of flea and worm treatments (where required), for post op phone calls etc and in the event of an emergency involving your pet(s)
- ❖ **Email address** – to contact you if you inform us that email is your preferred contact method for the above

How do we use this data?

We put the information you give us into our computer system to create an account or file for you and your pet(s). This data is kept private and protected and we check and re-evaluate this with the company who supply the software (Voyager/VetSpace).

We use this data to contact you for various reasons which include (but are not limited to); sending reminders for vaccinations, reminding you when flea and worming treatment is due, informing you of results, sending invoices. The lawful basis for these is a mixture of contract, consent and legitimate interest.

Who do we share your data with?

We will never sell your data to a third party.

However, we do share some of your data with third parties at times. The reasons for this may be contractual, where there is a legal obligation, where consent has been given or for legitimate interest reasons. The easiest way to understand this, we think, is to give examples.

Vaccination Reminders

Part of our contract as caring for your pet involves us sending reminders (as far as we are able) for vaccinations, this is done for all clients unless we are specifically asked not to.

Your name and address are uploaded to an online portal (managed by MSD animal health) and printed onto the vaccination reminders. MSD have their own privacy notice and provisions to ensure this data is safe and not available to other parties.

Information requested by police or local authority

If we are asked to give information with regards to a legal matter and, under the law, we cannot reasonably withhold that information then it will be given to the police/local authority as appropriate.

Referral hospitals and pet crematorium-consent

We share your personal data (name, address, telephone number) with third parties with your consent for various reasons.

Referral hospital – in order to arrange a referral, the hospital will need to be able to identify and contact you and we will ask for your consent (usually verbal) for this information to be given to them when we arrange a referral.

Pet Crematorium – when we send a pet for an individual cremation the crematorium require personal information for identification and to ensure that the correct procedure is followed for that pet. This consent may be written (on a euthanasia consent form) or given verbally.

Insurance companies-legitimate interest/consent

Insurance companies - we will need to put your personal data onto insurance claim forms when we submit them on your behalf. Consent is implied in you asking us to complete insurance claim forms but there is also legitimate interest as the insurance company cannot process or identify your claim without your personal information and it is required to help prevent insurance fraud.

Other third parties

We will share your surname only with other third parties such as external laboratories and some drug companies for loyalty schemes.

As this only involves your surname for us to identify your pet and does not involve any other personal data it does not allow the third parties enough information to identify you and therefore does not require consent, although we will normally inform you of loyalty schemes that your pet is benefitting from.

What are your rights in regards to personal data?

Under GDPR you have the right:

- To be informed as to what data is held about you and how it is processed
- To have access to your personal data; you can make a “subject access request” to request a copy of the data held about you
- To rectification, we want to keep your data up to date so please inform us of any changes
- The right to erasure of personal data (provided this does not conflict with other regulations)
- To restrict processing, you have the right to withdraw consent and ask for your data not to be processed in certain ways (provided this does not conflict with other regulations)
- To object

Please see ico.org.uk/for-the-public/ for more information about your rights and how to make a complaint.

How long do we keep your personal data?

We will keep your personal data for as long as you are a client of the practice.

If you move to another practice or cease to use the practice, we will keep your personal data for as long as is required to comply with our legal and regulatory requirements (to HMRC, VMD, RCVS) and in line with guidance from our insurers (in case of a claim). This will usually be 7 years but may be longer in some cases.