



PRIVACY POLICY

EMERGENCY MOBILE VET

At **Emergency Mobile Vet Ltd**, we take your privacy seriously. This privacy policy outlines how we collect, use, and protect any personal information that you provide to us when using our website and services. By using our website, you agree to the collection and use of information in accordance with this policy.

1. **Information We Collect**

We may collect the following information:

- **Personal Information**: Name, address, email address, phone number, and payment details when you book an appointment or contact us.
- **Pet Information**: Your pet's name, breed, medical history, and any relevant health details.
- **Usage Data**: Information about your use of our website, including IP addresses, browser type, and pages visited, to improve our services.

2. **How We Use Your Information**

We use the information we collect to:

- Provide veterinary services, including appointment scheduling and treatment.
- Process payments for services rendered.
- Communicate with you about appointments, updates, and follow-up care.
- Improve our website, customer service, and overall service experience.
- Comply with legal obligations.

3. ****Sharing Your Information****

We will never sell, lease, or distribute your personal information to third parties unless we have your permission or are required by law to do so. We may share your information with:

- ****Service Providers****: Third-party vendors who help us deliver our services, such as payment processors or website hosting services, under strict confidentiality agreements.
- ****Legal Requirements****: When necessary, to comply with a legal obligation or protect our legal rights.

4. ****Data Security****

We are committed to ensuring that your information is secure. We have implemented suitable physical, electronic, and managerial procedures to safeguard and secure the data we collect. However, no method of transmission over the internet is 100% secure, and we cannot guarantee the absolute security of your data.

5. **Cookies**

Our website uses cookies to enhance the user experience. Cookies are small files stored on your computer that help us analyse web traffic or personalize content. You can choose to accept or decline cookies through your browser settings, but this may affect your ability to use certain features of the website.

6. **Your Rights**

You have the right to:

- **Access**: Request a copy of the personal information we hold about you.
- **Correction**: Ask us to correct any inaccuracies in your data.
- **Deletion**: Request the deletion of your personal information, subject to legal or contractual obligations.
- **Restriction**: Restrict the processing of your data under certain circumstances.

To exercise any of these rights, please contact us via the details provided at the end of this policy.

7. **Third-Party Links**

Our website may contain links to other websites of interest. Once you have used these links to leave our site, we do not have any control over the third-party websites. Therefore,

we cannot be responsible for the protection and privacy of any information you provide while visiting such sites, which are not governed by this privacy policy.

8. ****Changes to This Policy****

We reserve the right to update this privacy policy at any time. Any changes will be posted on this page, and where appropriate, notified to you by email. Please check this page periodically to ensure you are happy with any changes.

9. ****Contact Information****

If you have any questions or concerns about this privacy policy or how your information is handled, please contact us at:

Website: www.emergencymobilevet.co.uk

Email: contact@emergencymobilevet.co.uk

Phone: 07732409096