

Vet Well Soon Ltd Privacy Policy (Updated 22nd May 2024)

This policy (together with our Terms of Business and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. As a veterinary practice we have what is known as a legitimate interest in holding certain details of our patients and clients. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. You consent, by using our Website, PetsApp, registering with us and by using our veterinary services that personal information you provide will be held on a database called Animana created by Idexx Ltd. As we require this data to treat your animals and for legal reasons it is necessary for the performance of the contract with you, we consider (under section 3, article 6 of the GDPR regulations) that formal, written consent is not required to record this data.

What Information Do We Collect?

When you register your pet with us you will be asked for some essential information. These details are collected either in person, by telephone or online, to help us:

- Register your details as a new client or update your details if they change
- Register your pet (s) on our system
- Register your pet on health plans
- Make appointments
- Process the fees due for any treatment
- Contact you about your pet, your account or credit status
- Let you know about any changes to our services
- Contact you to advise when your pet(s) preventative health treatments are due

Data Sharing

We may need to share your personal data with other relevant authorities or groups (listed below). Again, as we require this data to treat your animals and for legal reasons it is necessary for the performance of the contract with you, we consider (under section 3, article 6 of the GDPR regulations) that formal, written consent is not required to transfer this data.

- Other vet practices and health care providers including referral centres to ensure continuity of care in the future.
- Insurance companies who request a pet's medical records to process an insurance claim.
- Financial data to agencies assisting us with unpaid debt.
- Our legal representatives (e.g. RCVS, mediation, VDS).
- External Laboratories.
- Our waste contractor for shredding of personal documents.
- Our health plan providers.
- We may discuss personal data via PetsApp or social media to you directly.

Data Protection

Your data is stored securely on our cloud-based system (Animana). Our IT systems and software are regularly reviewed and updated. We endeavour to keep your data up to date and accurate. Please help us keep your data up to date by contacting us if there are any changes.

We have in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to and/or through the Website or PetsApp; any transmission is at your own risk.

We may also permit authorised third parties to use your data to provide you with information relating to your pet's health. You may be contacted by post, telephone, email, or SMS where you have consented to receiving such communications. We may use for the purpose of promotional, marketing and publicity purposes in any media worldwide any comments or feedback (excluding personal data) which you post publicly or provide to the practice, without notice or without any fee being paid once consent has been given. We may monitor or record telephone calls to ensure our quality standards are maintained and for fraud prevention purposes. Any data no longer required will be deleted or destroyed securely and confidentially.

We will send you SMS, email, postal or push-notification reminders either directly or via PetsApp for appropriate treatment and appointment reminders for your pets. This can include vaccination, parasite control, medication check reminders and promotional offers. You can alter reminder settings in PetsApp and if you do not want to receive these directly from the practice, you can contact us on 01246 280288 (Staveley) or 01623 579579 (Shirebrook).

Your Rights

You have a right to access the personal data about you that is held by us. To obtain a copy of the personal information please apply in writing to the practice. Valid ID will need to be provided. The request will be passed onto our data controller and will be made available within 30 days, if appropriate. You also have a right to request we delete your data. As your data must be kept by us for legal reasons, we will consult our professional advisers regards any legal requirements to keep any data and inform you of their decision. Legally we have 30 days to exercise this.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. If you have any queries about data protection, please contact us on 01246 280288 or 01623 579579.