

PRIVACY POLICY

At Old Courts Veterinary Centre we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. We will never sell your data and we promise to keep your data safe and secure.

Any details you supply us that are personally identifiable will be held and processed in accordance with General Data Protection Regulation (GDPR).

Old Courts Veterinary Centre is the trading name of OCVC LTD, Company No. 09705524, 11 Barnard Avenue, Brigg, North Lincolnshire, DN20 8AS.

Any queries relating to your personal data can be addressed to the Data Protection Manager – Mark Goodlad BVM&S MRCVS. Address any queries to Mark at the above address or email, info@oldcourtsvets.co.uk

How we collect data within our practice

The majority of data we hold within the practice is supplied by you, the client, when you register with us.

We will also at times gain data from 3rd parties – an example of this would be if you were previously registered with another vet and we gain your consent to retrieve this information.

How information about you will be used

Old Courts Veterinary Centre collects information about you. This is to:

- help us identify you when you contact us
- help us identify accounts for billing purposes and to collect unpaid accounts
- To this end we may employ a company to perform this function on our behalf. Such party is bound by strict contractual provisions with us and only has access to Personal Data needed to perform their function and may not use it for other purposes.
- send out health care reminders. We use a third party to perform this function on our behalf. Such party is bound by strict contractual provisions with us and only has access to Personal Data needed to perform this task and may not use it for other purposes.
- to contact you about lab results, to discuss a patient's care or progress
- to make referrals to veterinary specialists/laboratories or crematorium services.
- verify information with boarding facilities, shelters or microchip companies for lost pets
- if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.
- contact insurance companies on your behalf when making a claim.

How we retain data

Data is retained for no longer than is necessary. Data which is no longer required will be destroyed. Some data we are legally required to retain under RCVS regulations or against HMRC inspection.

UPDATING YOUR CONSENT

As you will be aware, new data protection regulations come into effect from the 25th of May 2018.

In the past we may have sent you e-mail and text vaccination and parasite treatment reminders in addition to the postal reminder.

Under the new General Data Protection Regulations (GDPR) we will only be able to send e-mail and text reminders to those clients who have updated and opted-in to receiving information by e-mail and text.

In addition to deciding if you would like to receive vaccination reminders you will have the option to opt-in to receiving marketing. (This may be postal or electronic and would be of a nature in keeping with our professional services)

To opt in to receive information/reminders via email and text, please contact us at reception@oldcourtsvets.co.uk

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