

PRIVACY POLICY

Churchfield Veterinary Centre takes our client's privacy seriously and we are committed to protecting and respecting your personal information. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be used.

Please read the following carefully to understand our views and practices regarding your personal data and how we will use it.

By using our website (www.churchfieldvets.co.uk) and the services provided by Churchfield Veterinary Centre, you understand and agree that personal information you provide to us will be held on a database created and operated by us. We will not sell your data to any third parties.

The law on Data Protection is derived from various pieces of legislation, these include the data Protection Act 1998 and the incoming General Data Protection Regulation (GDPR) which becomes enforceable from May 25th 2018. The GDPR states that personal data (information relating to a person that can be individually identified) can only be processed if there is a legal ground to do so. Activities like collecting, storing and using personal information would fall into the GDPR's definition of processing. The GDPR provides legal grounds (reasons) under which personal information can be processed (used) in a way that is lawful and for the processing to be permitted by law, at least one of the legal grounds must apply.

The legal grounds that are most relevant to Churchfield Veterinary Centre's use of your personal information are:

- Consent
- Legitimate Interest
- Contract
- Legal Obligation

Churchfield Veterinary Centre will only process your personal information if we have:

- Asked you and have a record of your express and recent consent for us to do so;
- A legitimate interest to do so in being able to provide veterinary services and treatments;
- A contract with you that we can only fulfil by using your personal information;
- A legal obligation to hold, use or disclose information about you.

What information do we collect?

When you register your pet or horse with our practice you will be asked for some essential information which will include your title, first name, surname, postal address, telephone numbers and email address. You may be requested to provide your details for other reasons and these details can be collected either in person, by telephone or online and enable us to:

- Register your details as a new client to the practice or to update your details if they change.
- Register your pet on to our practice health plan.
- To book an appointment or visit.
- To send you appointment reminders.
- To send you treatment reminders, for example vaccination reminders.
- Process the fees due for any treatment provided.
- Contact you about your pet or horse, your account or credit status where required.
- To provide a safe and secure service by helping to prevent and detect fraud. We may need information to assist legal or debt recovery processes.
- Respond to any queries or complaints raised.
- Notify you about changes to our services.

Consent

Churchfield Veterinary Centre will always ask for your consent before we communicate with you, for example we may contact you with marketing information providing details of promotions or offers that the practice is running that may be relevant and of interest to you. This may be by post, email, telephone or text message, depending on your given preferences. We will regularly ask you about your marketing preferences, to ensure that you are still happy to be contacted by us by that method.

You can withdraw your consent at any time by phoning the practice on 01226 733333 or emailing info@churchfieldvets.co.uk alternatively you can update your preferences anytime on your Pet Portal once you have opened an account via our Practice's online portal on our website www.churchfieldvets.co.uk

Legitimate Interest

There may be times when it is not practical to obtain and record consent. At those times we will only process personal information if that processing meets the legal grounds of legitimate interest. The legal grounds for processing means that we can process your personal information if we i) have a genuine and legitimate reason for doing so and ii) that use does not harm any of your rights and interests as an individual.

Cookies and Web Privacy

Our Practice website www.churchfieldvets.co.uk is powered and maintained by Yell Business. Please refer to their privacy policy and cookie policy which can be found at the bottom of each web page.

Access 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 we hold about you please write to us at the following address: Churchfield Veterinary Centre, 29 Sackville Street, Barnsley, S70 2DB enclosing your postal details and a cheque for £10 payable to Churchfield Veterinary Centre to cover administration costs.

Changes to our Privacy Policy

This information was last updated May 2018. Any changes we make to our privacy policy will apply from the date it is posted on our website and will govern the way in which we collect and use personal information from that date.