

Arran Vets Ltd Privacy Policy

Arran Vets Ltd Knowe Road, Brodick, Isle of Arran. KA278BY. 01770302511

Updated 20th May 2018. Any future updates will be displayed at the surgery and on the website.

Your privacy is very important to us. This Privacy policy is where we explain to you what personal information is collected by us when you become a client of our practice, how we may use that information, where we store it, how long we store it for and how we protect it. We will also explain your rights in relation to your personal information.

Arran Vets Ltd is a company registered in Scotland SC499065 and the personal information that you give us when you register as a client is held under Scottish and European Union data protection legislation. We are a data controller, or in other words we determine the purposes for which and the way that any of your personal information is used or will be processed by us. Practice principal and owner MRS C S Clough MRCVS.

Your Rights

You have the right to request a copy of the information that we hold about you. This can be made only to the practice principal Mrs C Clough. We may need to request ID if we do not know you personally. You have the right to correct any inaccuracies.

You have the right to ask us not to keep your personal information or not to use it for particular reasons. However, if you wish to have an animal registered at the practice then we are obliged to keep accurate and complete clinical records for your animals in order to fulfil our contract to you to treat animals registered in our care and this includes some of your personal details.

We do not use your personal information for marketing purposes and will only do so in the future with your express consent.

How long will we hold your personal information?

We will keep client details and animal clinical records for the pet's lifetime and after that for 7 years although we will not retain client's phone or email details if they no longer have a pet registered with ourselves and have no outstanding bills.

How we may use your personal information

As part of our contract to provide veterinary services to the animals of our clients we need to firstly maintain accurate and retrievable clinical records of their animals and secondarily up to date details of the owner's name ,address, phone numbers and an email address.

Please help us to keep our records accurate and up to date by letting us know you're your names/addresses /email addresses and phone numbers change.

We will use your preferred method for contacting your for bills and vaccination reminders and occasional disease outbreak information as part of our contract with you to provide veterinary services.

Client details and animal clinical records are held securely and confidentially by us and are only shared with third parties for the following reasons.

- On registering a microchip to a reputable UK database.
- You request referral of your animal to a specialist clinic or request advice from a specialist vet.
- You request transfer of records to a new vet on moving house.
- You request that we pass vaccination details to a kennels, cattery or show official.
- You request that we complete your insurance claims. Insurance companies can only make payments when the animal's complete clinical records are supplied to them.
- You request a character or financial reference from us for a pet rescue home or supplier.
- You request that we arrange for your pet to be cremated by PCS Irvine.
- You request submission of laboratory samples. Small animal --usually only pet name and client surname are used to identify samples. Large animal-- statutory APHA schemes and any animal notifiable disease, all keeper and farm /address details are required.
- You have an unpaid debt of over 3 months in which case your details and the debt details may be forwarded to a debt collector.
- Communicating to the police or SSPCA when we have cause to believe that a criminal offence may have been committed or they have requested information.

Personal Information Storage

All our records are stored on secure servers in the UK and we use strict procedures and security features to try and prevent unauthorised access. Unfortunately transmission of information via the internet, [see 'How we use your personal information'] is not completely secure. Although we will do our best to protect your personal information, and only use trusted third parties such as laboratories etc. we cannot guarantee the security of your data transmitted from our practice and any transmission is at your own risk.

Arran Vets website : arranvets.co.uk No cookies are used to collect your personal information on the website. Anonymised data records number of visits to the website

Arran Vets Facebook Site

Facebook is a useful tool for quick transmission of information. However, users are encouraged to use all social media platforms sensibly, with thought for other's feelings and with due care and attention in respect of their own privacy and personal details. Clients use Facebook at their own risk. We will never ask for sensitive information through social media services and ask that clients use phone and email as primary communication channels.

Surgery phone number 01770 302511 . E mail admin@arranvets.co.uk

Clients enjoy reading about the variety of cases and animals treated at Arran Vets on Facebook but we will only use your pet's photo or story on these sites with your permission and will use no or very minimal client personal details as you request such as a first name or surname only.