

## Anton Vets Privacy Policy

Anton Vets Ltd are committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions) sets out the basis on which any personal data we collect from you, or that you provide us with will be processed by us. In the case of any queries regarding our privacy policy please contact us at [office@antonvets.co.uk](mailto:office@antonvets.co.uk)

### 1. What information do we collect?

When you register your pet with the surgery you will be asked for some essential information including; title, first name, surname, postal address, email address, telephone and if applicable payment information. You may also be requested to give your details for other reasons. These details are collected either in person, by telephone or online, to help us:

- Register your details as a client or update your details if they change
- Make appointments
- Process the fees due for any treatment
- Contact you about your pet or your account where required
- Deliver a safe and secure service by helping to prevent and detect fraud. We may need to disclose information to assist legal or debt recovery processes.
- Respond to any issues or queries you may raise
- Notify you about changes to our service
- We may contact you occasionally to inform you of new services we are providing or events or information and updates we think will be of interest to you.
- We may also automatically collect data such as dates and times of your visits to the website or social media accounts.
- We may also take clinical photographs and images of your pet for use for both internal and external teaching purposes. These will not have identification back to either the specific patient or client. These images will not be shared on social media without the explicit consent of the owner.

By submitting personal data manually or in electronic form to us you give consent that all personal data that you submit may be processed by us in the manner and for the purposes described above.

### 2. How we protect your information

We will only process your Personal Data in order to provide our services to you We do not share, sell or distribute your personal data with unrelated third parties, except under these limited circumstances:

- Personal data may occasionally be transferred to third parties who act for us for further processing only in accordance with the purpose for which the data was originally collected or for purposes to which you have subsequently consented. For example, sometimes a third party may have

access to your Personal Data in order to handle our mailings on our behalf.

- We may share or transfer the information in our databases to comply with a legal requirement, for the administration of justice, to protect your vital interests, to protect the security or integrity of our database or website, to take precautions against legal liability, or in the event of our sale, merger, reorganisation, dissolution or similar event.
- We may transfer your personal data to third parties who act in conjunction with ourselves to provide a service for you, and with your agreed consent, for example microchip database registration, pet insurance companies.

Where appropriate, before disclosing personal data to a third party, we require the third party to take adequate precautions to protect that data.

We endeavour to maintain the reliability, accuracy, completeness and currency of personal data in our databases and to protect the privacy and security of our databases.

We keep your Personal Data only for as long as reasonably necessary for the purposes for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements as advised by our regulatory body the Royal College of Veterinary Surgeons.

### 3. Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information may be subject to the payment of a fee. You may instruct us not to process your personal data for marketing purposes. In practice you will usually either expressly agree in advance to our use of your data for marketing purposes, or we will provide you with an opportunity to opt-out. You can also instruct us not to use your personal data for marketing purposes by email at any time.

### 4. Changes to our privacy policy

If and when our privacy policy changes we will (as soon as practicable) post the changes to our website. We encourage you to check this site regularly.

Updated May 2018