

West Lakeland Veterinary Group

PRIVACY NOTICE

General

Introduction

West Lakeland Veterinary Group respects your personal information and undertakes to comply with all applicable data protection legislation currently in force.

West Lakeland Veterinary Group may use personal information provided by you either with your consent or on the basis of the following:

1. **Contract:** the processing is necessary for a contract we have with you
2. **Legal obligation:** the processing is necessary for us to comply with the law (not including contractual obligations)
3. **Vital interests:** the processing is necessary to protect someone's life
4. **Public task:** the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law
5. **Legitimate interests:** the processing is necessary for our or your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests

Except as provided under these terms, the company will not disclose your personal information without your permission unless such disclosure is required by law or other court order.

You are entitled to request a copy of the information which the company holds about you. If you become aware that the personal information the company holds about you is inaccurate, you may request that we amend it. Any requests in this respect or any other correspondence relating to this notice should be directed to Mark Geddes / Chris Harrison.

Where processing is based upon consent, you have the right to withdraw consent at any time which will not affect the lawfulness of processing based on consent before its withdrawal.

For information on GDPR or if you have any concerns you should contact Mark Geddes/ Chris Harrison.

How information about you will be used

The company collects information about you. This is to provide you with services administered by West Lakeland Veterinary Group. We will on occasion contact you via text message to remind you about specific health considerations relating to your pet.

Sharing information

The below table provides information as to what information we hold on you and who we may share it with:

Type of information	Purpose of processing	Who it is shared with	Legal basis for processing this information	Retention period for keeping this information
Name, Address Animal medical history	Provision of clinical Veterinary services	Nobody out with the company without express consent – Examples include External Laboratories, Pharmaceutical companies, Veterinary medicine directorate. Insurance companies.(These companies will never directly contact you)	For the provision of clinical sample processing, reporting of adverse drug reactions or processing insurance claims authorized by you.	Indefinitely
Phone numbers	For contacting you regarding specific treatment/ reminders for your animals	Nobody	N/a	Indefinitely

We use a local server based computing system called Vet Space to store our information. This is provided by a company called **Amerisource bergem** and as such they have access to the data. The Supervisory authority in the UK & NI is the ICO/in the Republic Ireland is the Data Protection Commission. Where you have a complaint regarding the handling of your data which you do not think can be handled internally, then you have the right to make a complaint to the ICO/Data Protection Commission.

Your declaration

I confirm that I have read and understood the above information relating to how my personal information will be processed and shared.

Name	
Date	

