

PRIVACY POLICY

Security & privacy policy

Temple End Veterinary Surgery is committed to protecting and respecting your privacy and we are dedicated to handling your information in a secure and responsible manner.

This policy explains when and why we collect personal information about people who visit both our website and our premises, how we use it, the conditions under which we may disclose it to others and how we keep it secure. You can visit the majority of our website without revealing any personal information about yourself. However, there are times when we need to collect information so we can provide the services that you request.

We may update this policy from time to time so please check this page periodically to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

About us

Temple End Veterinary Surgery is a Partnership Practice. Our registered address is 43 Temple End, High Wycombe, HP13 5DN. We are registered for VAT purposes with registration number 140097340. Temple End Veterinary Services is registered with the Information Commissioner's Office

The type of information we collect

We obtain information about you when you use our website, for example, when you complete our online form to register your pet. We will also collect information from you if you register over the phone or in person, sign up to our Healthy Pet Club or register to receive appointment or medical reminders.

The personal information we collect might include your title, name, address, email address(s), telephone number, transaction data (details about payments between us and purchases made by you) and your preferences in receiving medical reminders from us and our third parties.

CCTV recording

This practice is dedicated to the improvement of clinical and customer care. We digitally record images to assist with staff training and for the safety of pets, clients and staff and for monitoring the security of premises. For more information please read our [CCTV policy](#).

Lawful basis for processing your data

We will only use your personal data when legally permitted. Organisations are permitted to process data if they have a legal basis for doing so. Temple End Veterinary Surgery processes data on the basis that:

- Temple End Veterinary Surgery has a legitimate interest in processing the data; and/or
- Expressed and informed consent has been given by the person whose data is being processed; and/or
- It is necessary in relation to a contract or agreement which the person has entered into or because the person has asked for something to be done so they can enter into a contract or agreement

How we use personal information

We may use your information to:

- process orders that you have submitted
- contact you about your pet's treatment
- carry out our obligations arising from any contracts entered between you and us
- contact you via email, SMS or post to remind you about your next appointment, vaccination or other medication due dates for the benefit of the health of your pet
- seek your views or comments on the services we provide
- notify you of changes to our services
- send you communications, which you have requested, and that may be of interest
- aid practice training and security - see CCTV Policy
- meet and comply with any applicable rules, laws or regulations issued by any legal or regulatory body which are binding on us

How long do we store your data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements

By law we have to keep basic information about our customers (including contact, identity, financial and transactional data) for six years after they cease being customers for tax purposes. Generally, such personal data held on the practice management system will not be accessed after this time but is likely to be retained.

Clinical records remain the property of the Practice but request may be made for a copy of the clinical records. Similarly, a copy of any recorded image e.g. x-rays or laboratory results may be made available to the client.

Where we store your personal data

As part of the services we offer to you, the information which you provide to us is stored within our practice management system, [RX Works](#). Records will be available across all practice sites for the benefit of patient care and transferring records.

Disclosure of your information

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We may pass your information to our third-party service providers for the purposes of providing services to you. Examples of these include iRecall to send you appointment reminders, to our IT service providers who provide system administration services, to referral centres, laboratories for scientific testing of samples, to insurance companies for the purpose of processing your claim or to our debt collection agency should outstanding debt arise. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. We will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Links to other websites.

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Social media

Interactions made through external social media services that this website and the practice participate with are subject to the terms and conditions as well as the privacy policies held with each social media service.

Users are encouraged to use social media platforms sensibly and with due care and attention in respect of their own privacy and personal details. We will never ask for sensitive information through social media services and encourage users wishing to discuss sensitive details to get in contact through primary communication channels such as phoning us or e-mail.

We reserve the right to publish client pet photos and reviews from our practice Facebook page on our latest news website Blog posts and other social media such as Google Plus. Should you wish any pet photos be removed from our website or social media pages, please contact us and the required image(s) will be removed straight away.

To disallow any further images of your pet on any of our social media and practice website pages, please e-mail or write to us to update your preference. We will never use client pet photos in any of our advertising features without prior client consent.

Your rights

You have a choice about the type of information you receive from us. As a client of our services, you understand and agree that personal information you provide will be held on a database operated by us and we will contact you about your pet's treatment using your preferred method of communication.

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- request access to information held about you. If you wish to see a copy of your data, please contact us. For all legitimate requests, we will provide this data promptly and in any case within 30 days of having received the request.
- request correction of your personal data. The accuracy of your information is important to us and we aim to keep the personal data we hold about you up to date. If you change email address, or any of the other information we hold is inaccurate or out of date, please let us know and we will delete it or correct it promptly.
- request the movement of your data from our Practice to another Practice. We will only transfer data to another Practice with your consent.
- request erasure of your personal data.

If you wish to exercise any of the rights set out above please contact us either by email or by writing to us using the contacts below.

In the unlikely situation that there was a breach of security that might compromise your data, we would inform those affected within 72 hours.

Communication preferences

You can change your preferences in terms of how we communicate with you (eg appointment and medical reminders) at any time by notifying us in writing, or by calling us. This may affect the extent to which we are able to provide services to or interact with you.

Contact

If you have any questions, comments and requests regarding this privacy policy, if at any time you wish us to stop using your personal information or if you wish to have your personal data updated or corrected, please write to us at reception@templeendvets.co.uk or at Temple End Veterinary Surgery, 43 Temple End, High Wycombe, HP13 5DN, or telephone on 01494 522956.

Changes to our privacy policy

We keep this policy under regular review. This Policy was last updated in April 2018.