



## **PRIVACY STATEMENT – your rights, information and how we use it**

At Central Equine Veterinary Services Ltd we're committed to keeping your data safe and our Privacy Policy details for you what data we collect, how we use it and your rights to control and protect your personal information provided to us.

### **WHO ARE WE**

Central Equine Veterinary Services Ltd is a first opinion, ambulatory equine veterinary practice across Edinburgh, Mid, West and East Lothian, Falkirk, Dunfermline, Kirkcaldy and Clackmannanshire regions of Central Scotland.

[www.centralequinevets.co.uk/TermsConditions1520.html](http://www.centralequinevets.co.uk/TermsConditions1520.html)

### **WHY DO WE COLLECT DATA?**

We want to give you the very best of service with Central Equine Veterinary Services Ltd and so we collect data which helps us to contact you and understand what services you require for your equine to personalise our services and the messages we send to you.

### **HOW IS THE DATA COLLECTED?**

We collect data when you register with the practice or purchase a service with us. Your privacy is important to us and we take the appropriate steps to protect it.

### **WHERE DO WE COLLECT YOUR DATA?**

We collect your information direct from you however this could be in several ways; face to face within the practice / with a vet, telephone calls, registration forms/cards, online via the website, through our out of hours emergency service, in emails or letters that you send to us.



### **DATA WE COLLECT AND USE**

The information that Central equine Veterinary Services collect, and use includes as follows:

- \*Information about who you are – name, address, contact details, date of birth
- \*Information about your contact with us – email, letters, phone calls, text messages
- \*Information about your health plan subscription – policy number, plan details
- \*Information about your insurance policy – to allow insurance claims to be processed
- \*Information about previous veterinary practices you've been registered with

### **WHAT WE USE YOUR DATA FOR**

We may use your data in several ways allowing Central Equine Veterinary Services to provide the very best of service to our clients. These may include:

- \*To contact you in emergency situations / about appointments / reminders
- \*To issue invoices / statements and relevant financial information
- \*To provide you with newsletters / information leaflets

### **WHEN DO WE SHARE DATA?**

We sometimes share data with third parties, for example when clients are making an insurance claim and insurance companies request data from us relating to your claim, when referring cases to Equine Hospitals, relating to your Health Plan or when you choose to change vets we will provide data upon request to these practices with your permission.

The third parties we share information with include:

- \*Insurance companies
- \*Health Plan providers
- \*Other Veterinary Practice
- \*Text message reminder service – for vaccination reminders
- \*Scott & Co – Debt collection agency (if clients do not adhere to payment terms)

We will never sell your data on to third parties.



## **YOUR INFORMATION**

By producing this Privacy Statement, we're informing you of your rights as a client of Central Equine Veterinary Services Ltd. The data held by us belongs to you and with this allow you the following:

- \*The opportunity to understand what data we've collected and use as a client of Central Equine Vets.
- \*The opportunity to access the data we hold
- \*The opportunity to have data changed / removed

## **HOW LONG WILL WE RETAIN DATA**

Central Equine Veterinary Services Ltd will hold your personal data whilst you are a registered client of the practice and 5 subsequent years.

## **THE REMOVAL OR DELETION OF DATA**

If you would like to have your data removed / deleted and would like to opt out of receiving any contact from us in the future you can do so at any time by emailing us at: [info@centralequinevets.co.uk](mailto:info@centralequinevets.co.uk) with the subject header: GDPR – opt out.

If you have any outstanding payments due to Central Equine Veterinary Services Ltd then data destruction will be completed after payment has been received from you in full.

## **HOW TO CONTACT US**

You can contact Central Equine Veterinary Services in the following ways:

- \*Writing – Central Equine Vets, 85 Liberton Drive, Edinburgh, EH16 6NS
- \*Email – [info@centralequinevets.co.uk](mailto:info@centralequinevets.co.uk)
- \*Telephone – 0131 664 5606
- \*Via the website – [www.centralequinevets.co.uk](http://www.centralequinevets.co.uk)

Central Equine Veterinary Services as data controllers are registered with the ICO allowing us to safely collect, process and share your information whilst protecting the information under the Data Protection Act. If you would like any further information regarding this then please visit the following link:

<https://ico.org.uk/>