

East Barnet Vets – Privacy Policy

Privacy and security – The East Barnet Veterinary Practice Limited is a veterinary business offering veterinary advice and treatment for pets.

The East Barnet Veterinary Practice Limited is registered with the Information Commissioners Office and will hold and use your data strictly in accordance with UK data protection legislation. Please note that this policy relates to information held on people, information held on animals that does not identify individual people is exempt.

The lawful basis for processing the data held by the practice falls into one or more of the following categories:

Consent: The individual has given clear consent for you to process their personal data for a specific purpose.

Contract: The processing is necessary for a contract you have with the individual

Legitimate interest: the processing is necessary for your legitimate interests or the legitimate interests of the third party

What information do we hold? – We hold personal data of our clients such as names, addresses, telephone numbers and email addresses.

How do we collect your data? – The data is supplied to us direct from the clients either via reception or telephone when registering as a new client.

The personal data supplied by clients via email, by phone or directly at the reception for lost pets facility on facebook is stored securely at the reception. Only details of the pet is posted on the facebook with the practice as a contact. We also, provide a lost pets facility via facebook, data is supplied to us by the client via email, by phone or directly at the reception. Only details of the pets are posted on Facebook with the practice as contact. The client details are stored securely at the reception.

Why do we collect the info? – We collect this data to provide service to you and your animals. We may use your data to provide reminder notices, to notify you of upcoming appointments, to send outstanding invoices, to process insurance claims and to make referrals for specialist treatments.

How do we store and protect your data? – The East Barnet Veterinary Practice Limited takes necessary measures to ensure the safety of any personal information provided. Personal Data is held electronically on secure servers and our network has firewalls and data backup built in for protection and recovery. The cloud storage used by The East Barnet Veterinary Practice Limited is based in the EEA. Also, all software programmes used by the practice are hosted in the EEA. Employees access Client data on our Practice Management system using an individual password protected “log in” and our staff have varying levels of access dependant on their role within the Business. Full access is only available to a minimum number of Managerial staff. Client data held on our Practice Management system will be deleted 5 years after the last invoice issued to the client, except for those clients who still have an outstanding balance at that stage. This deletion process will be carried out annually.

Paper records are stored securely on site within our premises or off site for historical records until timescales permit confidential destruction.

All credit/debit card details supplied to us by clients are used within the automated Bank of Scotland First Data Merchant Solutions, using secure online servers for processing payments. Customer card number details are not held in any The East Barnet Veterinary Practice Limited or online at any time. Receipt slips which are retained within our Accounts department do not contain complete Card Numbers.

Who might we share your Data with? – We will only share your data with your permission and in the interests of providing you with a service you have requested specifically or in relation to the treatment of your animal/s. Examples of third parties with whom we may share your data include your pet's insurance company, external laboratories, veterinary referral centres, premier vet alliance (if you have a health care plan with them) ID chip companies and other veterinary practice where second opinion has been requested.

We do not sell or pass on Client data on to third parties for the purposes of external marketing by other Companies.

How can you rectify/update your data with us or ask us to delete Personal Data? – If you need to remove or update the data we hold this can be done in person or via the telephone with the reception staff. Alternatively, you can email us at info@eastbarnetvets.com.

If you do not want The East Barnet Veterinary Practice Limited to use the information you provide for us to contact you about treatment reminders, appointments, products or services we feel are appropriate, you can notify us of this in person or via the telephone. Alternatively, you can contact us via email via info@eastbarnetvets.com.

How can you access the information you hold about me? – A full list of the data held on our records can be obtained via request through our email address info@eastbarnetvets.com.