

# CUSTOMER PRIVACY NOTICE

## For Display

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We respect your privacy and are committed to protecting your personal data

### How we use your personal data

We collect and use your personal data for a number of reasons, such as for our legitimate interests (or those of a third party) where your interests and fundamental rights do not override those interests.

- The welfare of your animal(s)/pet(s) is our priority. That's why we will use your personal details to let you know when your animal(s)/pet(s) is due vaccinations. We may also send you appointment and health check reminders, Practice/animal care advice, and we may ask you to fill out reviews and surveys.
- We will collect your personal data when we are about to enter or have entered into a contract for delivering veterinary services to you. This may include sending the clinical history of your animal(s)/pet(s) along with your contact details to referral services for further treatment of your animal(s)/pet(s), but we will let you know if this is necessary.
- We may collect and use your personal data where we need to comply with a legal or regulatory obligation.
- We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need for your animal(s)/pet(s), or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing). We will not send you any marketing communications unless you have consented for us to do so ('opted in'), and you may withdraw your consent for receiving communications at any time.

### Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You can request access to your data and request the correction or erasure of your personal data. You may object to processing or request that we restrict the processing of your personal data. Finally, you can request to receive all your personal data in a machine-readable format such as Excel or CSV, so that it can be easily transferred to another practice.

If you wish to exercise any of the above rights, please contact the Data Protection Compliance Officer at the below address.

### Controller

«Company\_Name» is the controller and responsible for your personal data.

### Contact details

Our full details are: «Company\_Name» «Practice\_Name» (registered in «Registered\_In» under company number «Co\_No», «Registered\_Office»; or contact the practice directly for more information.

### Data Protection Compliance Officer

Amanda Egan      VetPartners Limited, Spitfire House, Aviator Court, York YO30 4UZ  
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