



# Crouch Vale Veterinary Practice Privacy Policy

Last Updated Date: 25 May 2018

## Privacy Policy

This document informs you of our policies regarding the collection, use and disclosure of Personal Information when you use our Services.

We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Information for providing and improving our Services. By using the Services, you agree to the collection and use of information in accordance with this policy.

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## Key details

This privacy policy describes how Crouch Vale Veterinary Practice protects and makes use of the information you give the company when you use the services.

If you are asked to provide information when using our services, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time. The latest version is available upon request to Crouch Vale Veterinary Practice, and if you have any questions about this policy, you can contact us as shown on our website:

<http://www.crouchvalevets.co.uk/contact-us/>

## Introduction

We gather and use certain information about individuals in order to provide products and services.

## What data we gather

We may collect the following information:

- Name and any linked names such as Spouses who may be included in the delivery of services
- Contact Address information including 'optionally' an email address
- Other information relevant to client enquiries and delivery of services

## How we use this data

Collecting this data allows us to deliver our services.

Specifically, we may use data:

- For our own internal records.
- To contact you in response to a specific enquiry or the delivery of a service

## How can you correct data we hold?

If you believe, we hold personal data on you and wish to request access to it or to correct it you can make a request through our contact page.

<http://www.crouchvalevets.co.uk/contact-us/>

Please provide as much information as you can about what data you believe we hold and what corrections should be made.

For personal data that we have about you:

- **Delete Data:** You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide Services to you).
- **Change or Correct Data:** You can edit some of your personal data through your account. You can also ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.
- **Object to, or Limit or Restrict, Use of Data:** You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).

**Right to Access and/or Take Your Data:** You can ask us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form.

## Data Retention

We may hold your data indefinitely, however unless required for meeting legal obligation it may be purged within 7 years.

## Controlling information about you

We will never lease, distribute or sell your personal information to third parties unless we have your permission, or the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998.

## Business Transaction

If Crouch Vale Veterinary Practice is involved in a merger, acquisition or asset sale, your Personal Information may be transferred. We will provide notice before your Personal Information is transferred and becomes subject to a different Privacy Policy. In the event of such a transfer of information, your rights under the Data Protection Act 1998 are not affected.

## Security

The security of your Personal Information is important to us, all personal information is stored securely. However, if we communicate with you via electronic solutions such as email, remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. As such we make no warranties as to the level of security afforded to your data, except that we will always act in accordance with the relevant UK and EU legislation.

If you are located outside United Kingdom and choose to provide information to us, please note that we transfer the information, including Personal Information, to United Kingdom and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

If you do not wish to be communicated with electronically, you may decline to provide such contact information and request that you are not contacted such.

## International Transfer

Your information, including Personal Information, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction. (Such as Office 365, etc.)

Any data that we store or host on your behalf will be retained within the European Economic Community, unless you request otherwise in writing.

## Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by contacting us.

## Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside the [www.crouchvalevets.co.uk](http://www.crouchvalevets.co.uk) domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully

## Children's Privacy

Our Service does not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from a child under age 13 without verification of parental consent, we take steps to remove that information from our servers.

## Jurisdiction

This Policy shall be governed and construed in accordance with the laws of England and Wales, without regard to its conflict of law provisions.

## Compliance with Laws

We will disclose your Personal Information where required to do so by law or in accordance with an order of a court of competent jurisdiction, or if we believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our Service.

## Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Data Breaches

Crouch Vale Veterinary Practice is committed to protecting Crouch Vale Veterinary Practice employees, partners, customers and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

## Contact Us

If you have any questions about this Privacy Policy, please contact us.

<http://www.crouchvalevets.co.uk/contact-us/>