

Builth Wells
Veterinary Practice
Privacy Policy

BUILTH WELLS
—VETERINARY PRACTICE—

Our contact details

Builth Wells Veterinary Practice Limited

Address: Garth Road, Builth Wells. Powys. LD2 3NL

Phone Number: 01982 553271

E-mail: info@builthvets.co.uk

Website: www.builthvets.co.uk

Date of completion of privacy notice: 02/02/2022 (updated annually)

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example: name and contact details)
- Details of your animal(s) (for example: name, DOB, weight, microchip number)
- Details of your farm/holding (for example: CPH number, Cattle tag numbers)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide accurate and up to date information of animals in your care.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Acquiring medical history from another veterinary practice only with your prior consent.

We use the information that you have given us in order to maintain accurate patient files and assist in keeping animals up-to-date with routine preventative healthcare.

We may share this information with debt recovery agencies, laboratories, referral veterinary practices/services, reminder services, and our practice management system for the purpose of clinical investigation, maintaining animal wellbeing and assisting in routine healthcare and preventative medicine.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting: info@builthvets.co.uk or calling 01982553271 during opening hours.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest.

How we store your personal information

- Your information is securely stored.
- We keep client and patient information on our electronic record system (VetiT) for a minimum of five years, if an account has been inactive for five years we will set it to inactive on our computer system. The data will not be deleted but remain securely stored.
- Radiographs will be electronically stored as DiCom files for a minimum of seven years
- We do not store or record any financial information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your (and your animal(s)'s) personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us via email: info@builthvets.co.uk, post: Builth Wells Veterinary Practice, Garth Road, Builth Wells. Powys. LD2 3NL, or phone 01982 553271 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: FAO Practice Manager, Builth Wells Veterinary Practice, Garth Road, Builth Wells. Powys. LD2 3NL.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>