

PRIVACY POLICY

This privacy policy explains what personal information we keep, what we do with it and the limited circumstances in which we use it. Please check it every so often to make sure that you are aware of any changes. The privacy policy has been written to be clear and concise. It doesn't provide every detail of our collection and use of personal data. If you would like further explanation please contact the surgery.

WHO ARE WE?

Flookersbrook Veterinary Centre Limited
2 Ermine Road
Newton
Chester
CH2 3PL

WHAT INFORMATION IS COLLECTED FROM YOU?

We may collect and store your name, address, telephone number and e mail address.

HOW INFORMATION ABOUT YOU WILL BE USED

We may use the information you supply to us in a number of ways:

- To provide you and your pets with the products and services you purchase from us.
- For debt collection purposes
- We may also use your information to send you reminders about products and services you have already purchased from us including reminders about when your pet is due for worming or vaccination.
- Sending you newsletters and relevant promotions when you have requested these messages.

WHO DO WE SHARE YOUR INFORMATION WITH?

We will not share your information with any third parties for their marketing purposes. We will not sell your data on to any third parties.

Companies working on our behalf: In some situations we use a third party company to help provide some of our services (for example processing laboratory samples - in these circumstances we will share only the data required to provide the service.

We have contracts in place with these third parties that ensure your data is stored safely, will not be used for purposes other than fulfilling our contract with them and will not be retained by them for longer than necessary.

We may also be required to share your information with insurance companies when processing pet insurance claims. This is necessary to allow you to claim on pet insurance policies.

HOW LONG DO WE KEEP YOUR INFORMATION?

We will keep your personal information for as long as you remain our client. Once you cease to be our client we may keep your personal data for up to eight years in order to maintain records according to rules that apply to us.

YOUR PREFERENCES

If you would prefer not to receive reminders about products and services you have purchased from us (for example vaccination or worming treatment) you can opt out by contacting the practice by telephone or in writing at any time.

YOUR PERSONAL RIGHTS

You have the right to request access to your personal information held by us. We will respond within one month and the information will be provided free of charge. Please do this in writing to; Flookersbrook Veterinary Ltd, 2 Ermine Road, Newton, Chester CH2 3PL.

You have the right to ask us to stop using your personal data, restrict how we use it or delete it. There may be legal or other reasons why we may need to keep using your data but please contact us if you think that we should not be using it.

You also have the right to correct any personal information which you believe is incorrect. Please let us know if you think this is the case.

You have the right to ask for your personal data to be transferred to another service provider in a useful format.

COMPLAINTS

If you would like to complain about the way we have handled your data please contact us in person, by telephone or in writing by post to; Flookersbrook Veterinary Centre Ltd, 2 Ermine Road, Newton, Chester CH2 3PL.

If, following your complaint you are not happy with the outcome or response, you are also entitled to complain to the independent regulatory authority, the ICO. Further information can be found at www.ico.org.uk/concerns