

North West Equine Vets Ltd – Data Protection Policy

- Any personal information held will only be held if absolutely necessary.
- Any members of staff taking such information are fully aware of the reason for holding the information.
- The person whose information is being held is fully aware that the information is being held by the practice and understand what it will be used for.
- All information held should be done so securely, whether on paper or on computer. Any information sent via the Practice website is also protected.
- Any personal information should be accurate and up to date.
- Any personal information which is no longer needed will be deleted/destroyed in a secure manner i.e shredded using an approved cross cut shredder.
- Staff will demonstrate vigilance when speaking to clients over the telephone and be satisfied as far as possible that the person they are speaking to is our client and not a third party.
- Under no circumstances is any member of staff permitted to discuss any part of a client's record/history with a third party or to provide any written history or account printout to a third party without permission of our client.
- Access to personal information is limited to those on a strict need to know basis.
- Any information relating to staff which is put on our website or on other publications accessible to the general public is done so only after consultation with the staff member involved.