

## Privacy Statement

North West Equine Vets Ltd are committed to protecting and respecting your privacy. This policy together with the details set out in our Terms of Business and any other documents referred to here and on the website sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

North West Equine Vets Ltd is registered as Data Controller with the Information Commissioners Office (ICO) under the following details;

**Registration reference:** ZA159897      **Data Controller:** North West Equine Vets Ltd  
**Address:** Rathmell, North Yorkshire, BD24 0LA

### **What information do we collect about you?**

We collect personal information that you supply to enable us to carry out and supply you with a service. When collecting and processing your personal information we do so to deliver you a service and/or fulfil a contractual obligation. You may give us information about you by corresponding with us by phone, email or in person. All card payment details given over the phone are destroyed immediately after payment is confirmed.

Types of information we may collect as part of delivering you a service are;

- Name
- Address
- Contact details (mobile/phone/email)

### **How we share your information with our contractors and suppliers**

There are some cases when we will need to share your information where it is necessary for legitimate business purposes. This may include sharing information with other partnering organisations so that we can provide the best service to you and care for your horse.

### **Your Rights**

Please contact us if you have a concern about anything relating to how we process your personal data. We will do everything we can to help you. You have the right to;

- Ask for a copy of your personal information
- Know who your personal information will be shared with and under what circumstances
- Challenge incorrect personal information and request for it to be amended
- Have inaccurate information rectified or erased
- Complain to the Information Commissioner

MAIN OFFICE  
Rathmell  
North Yorkshire  
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080 8168 5580

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Dr Lorna Wilson BSc BVMS CertAVP(EM) MRCVS

## **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.
- Data is not kept for longer than is necessary for its given purpose.
- 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.