Our Data Protection Policy

When you register your pet with our practice or request that we provide veterinary services, we will collect personal data about you and, where relevant, an agent acting on your behalf. We will only collect data that we need in order to perform services, take payment or contact you, such as names, contact details and possibly some financial details.

Please read on for further information about your rights as a data subject, plus information about the categories of data we process, data transfers, the legal basis for our processing, and the purposes of processing.

How we use your information

Your personal information

Your personal data is used for a number of different reasons depending on what it is. We only collect what is necessary in order to provide our service to you. The tables below set out what is collected, our purpose for collecting it, and our lawful basis - why we need to collect it - in line with data protection legislation.

What we do and why	Our lawful basis
Identify who you are when you visit the practice so we can ensure it's your pet and our records are accurate	As part of our contract with you
Send you appointment reminders so you know when to come and see us	As part of our contract with you
Send you treatment, vaccine, flea and wormer reminders to keep you informed about when your pet needs treatment	It is important for us to ensure that your pet is in good health – as part of our contract with you
Communicate with your insurance provider - if applicable - so that any claims can be submitted efficiently	This is a legal requirement and part of our contact with you
Send you service updates such as changes to our T&C's or practice disruptions (e.g. due to adverse weather)	As part of our contract with you

Your payment information

This is information provided when you are required to pay directly for any practice services. We don't store your card details. Clover is our payment services provider.

What we do and why	Our lawful basis
Send invoices to request payment for services provided	As part of our contract with you
Take payments for the service we provide, and give refunds where necessary as some of our services require direct payment	As part of our contract with you
Keeping a record of financial transactions so we know what you've paid for	This is a legal requirement

Your contact history with us

This covers things you've said whether that be in conversation or via email, telephone or the "Contact Form" or "Registration Form" on our website.

What we do and why	Our lawful basis
Provide customer service and support	You can choose how to contact us via the methods above, so it depends on the nature of your query. It could be part of our contract with you

Preventing and detecting fraud

We are also legally and contractually required to use any of the information above for the purposes of preventing and detecting fraud against either you or us. Whilst it's an unfortunate part of our service it is essential that we protect you and ourselves from fraud.

Sharing your information

The first thing we want to assure you is that we do not, and will not, sell any of your personal data to any third party. However, we share your data with the following categories of companies, as an essential part of being able to provide our services to you:

- Referral practices, so that they can arrange appointments, tests, treatments and services if your pet needs to be referred to a hospital or specialist
- Laboratories and Animal Crematoria, so that we can arrange tests, treatments and services and obtain results on your behalf
- Your insurer, so that we can obtain permission to perform certain investigations and treatments at their expense. Also, to arrange payment for investigations and treatments provided
- Banks and payment service providers, so that we can deal with payments and refunds where necessary
- Credit reference and fraud prevention agencies, so that we can obtain information about you and help to detect and prevent fraud
- Debt collection agencies where necessary should any client fall behind with payments for the services we provide
- Veterinary communication companies, who handle the automated reminder system so we can send you appointment and vaccine / preventative healthcare reminders, administrative information relating to the way we provide services to you, information about animal health issues relevant to you and marketing communications (if you agree). If you no longer wish to receive these notifications, then you can unsubscribe by:
  - Clicking the 'unsubscribe' link at the bottom of any marketing or reminder email communication that we send you
  - Contacting the practice directly via phone or email and asking to be removed from our mailing list
- Law enforcement agencies, if we receive a request from them to assist with any investigations
- Other practices, if you decide to move to a new practice and want to transfer your information, but not without your specific consent

If you would like to know more about the companies we may share your personal data with, or how to find out more on how they will use your data, please contact us at the details below.

Where your data is stored

All of the personal information we process is stored within the European Economic Area (EEA). Therefore, we can guarantee that your data will be handled in accordance with the UK and EU General Data Protection Regulation. It's important for us to be transparent with you, so if this were ever to change, we would let you know in advance.

How long we keep your information

We will keep your data for as long as you are a client of our practice and for as long as we are required to retain it to ensure we meet our legal obligations. You can contact us if you no longer wish to be a client and ask that we deactivate your account. However, we have a legal requirement to keep some of your personal data even after you have asked us to remove it. We will only keep what we absolutely need to, and only to make sure we can meet our legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms & Conditions.

Your rights

You have a number of rights relating to your personal information, which are as follows:

- The right to be informed about how your personal information is used, most of which is within this notice
- The right to access personal information we hold about you
- The right to rectify personal information we hold about you if it is inaccurate or incomplete. We ask that you speak to a member of our practice team if any of your contact details have changed
- The right to request that we delete your data (please see "How long we keep your information" for limitations due to legal requirements), stop processing it or collecting it in some circumstances
- The right to portability, where we would port or transfer elements of your personal information to you or another practice

If you wish to exercise any of these rights, or have any questions, please contact us via the contact details at the end of this notice.

Changes to this notice

We will keep this notice under regular review and publish any updates in practice or on this website. Any significant changes will be communicated with you directly so you are kept up to date on how your data is handled. This privacy notice was last updated on 22nd June 202

How to contact us

If you have any questions about this notice, want us to stop using your information or exercise any of your rights, then please don't hesitate to contact us via the methods below.

Post:
Data Protection Officer
Ocean City Vets
15 Billacombe Road
Plymouth
PL9 7HX

Email:
contact@oceancityvets.co.uk

Telephone:
01752 659202

Complaints

If you have any concerns about our use of your personal information, you can make a complaint to us via the contact details above.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data. Our ICO Registration number is ZB893431.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113