



## Privacy Policy

Belmont Vets Ltd is committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we treat it. For the purposes of the Data Protection Act 2018 (the “Act”), the data controller is Belmont Vets Ltd of 94 Belmont Road, Hereford, HR2 7JS.

### Your consent

By using the services provided by Belmont Vets, you understand and agree that personal information you provide will be held on a database created and operated by us and /or other selected outside bodies.

### What information do we collect and why?

When you register your pet at the surgery you will be asked for some essential information including your title, first name, surname, postal address, email address and telephone number (s). You may also be requested to give your details for other reasons. These details are collected in person, by telephone or online, to help us:

- Register your details as a new client or update your details if they change
- Register your pet on health plans
- Make appointments
- Process the fees due for any treatment
- Contact you about your pet, your account or credit status where required;
- Deliver a safe and secure service by helping to prevent and detect fraud. We may need to disclose information to assist legal or debt recovery processes;
- Speed up form filling processes if you've registered online (where applicable);
- Enhance your experience by delivering a more personally tailored service;
- Notify you about changes to our service.

## **How we protect your information**

We endeavour to protect your information by:

- Keeping your information up-to-date and accurate. Please note that, to do this, we require you to tell us if any of your details such as your name or address change; and
- Having in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to and/or through the Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **Statement on the use and disclosure of Personal Data**

We may send you by SMS, email or post, details on offers, products, reminders and services which may be of interest to you as well as correspondence regarding your pet's appointments and reminders for routine preventative healthcare. We do employ outside companies to provide these services for us.

We may also telephone you to discuss treatment details, laboratory results or for market or service research.

We may monitor or record telephone calls to ensure our quality standards are maintained and for fraud prevention purposes.

We may also disclose your personal information to third parties. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions or agreements or contracts between us or to protect the rights, property, or safety of Belmont Vets Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and our internal investigations including customer complaints and claims.

## **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data, for example, the online registration form on our website. You can also exercise your right not to receive marketing information at any time by ringing the surgery on 01432 370155.

The website may, from time to time, contain links to and from relevant websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Access Rights**

You have a right to access the personal data about you that is held by us. To obtain a copy of the personal information we hold about you, please write to us at the following address: Belmont Vets Ltd, 94 Belmont Road, Hereford, HR2 7JS.

## **Changes to our Privacy Policy**

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email.

If you have any queries about data protection, please contact us on 01432 370155.