

THE VETCARE CENTRES LIMITED - PRIVACY POLICY

Updated: 11 March 2024

Your privacy is, and always has been, important to us. We developed this Privacy Policy to provide you with information on how we process your personal data when you become/continue to remain a client of The Vetcare Centres Limited, interact with our staff, or visit our website (www.vetcare.gg).

"Personal data" is information relating to an identified or identifiable natural person.

WHO WE ARE:

The Vetcare Centres Limited

Rue des Eturs

Castel

Guernsey, GY5 7DT.

Data Protection Number: 10691

CATEGORIES OF PERSONAL DATA PROCESSED BY THE VETCARE CENTRES LIMITED.

Personal data that is processed when you are a Vetcare Client:

When you become a Vetcare client, we ask you to provide your title, full name and address, home, business and mobile telephone numbers and email address, and details of your account with us. We will also note any other contact details that you wish to supply us with.

PURPOSES AND LEGAL GROUNDS:

The Vetcare Centres Limited processes your details above to enable us to provide you with a high standard of professional service:

- (a) To properly identify your pets and/or other animals
- (b) To arrange appointments
- (c) To provide your pets and/or other animals with prescription only medicines
- (d) To provide you with a professional service and keep you updated with news on your pets' health (e.g. laboratory, radiology and other test results, as appropriate)
- (e) To arrange, and communicate on, referral services where appropriate

The Vetcare Centres Limited also processes your personal data for the purpose of sending you important information about your Vetcare products and account.

- (f) To send you reminders of appointments, vaccinations, program injections, etc. Notify you of relevant outbreaks of serious disease, and precautions as needed
- (g) To update you on the status of your account
- (h) To keep you updated on our Pet Health Scheme, which includes the actions above as well as flea and worming treatment schedules, etc. (if you are a member).

The legal ground for this processing is our legitimate interest in providing our clients with quality professional support.

The Vetcare Centres Limited's website is operated by Gemsite Solutions Limited under contract from Boehringer Ingelheim Limited (a major manufacturer of veterinary medications) as a service to their clients. This is a secured website with its own SSL certificate. Gemsite Solutions Limited uses anonymised data and Google Analytics to facilitate the ongoing improvement of their service. Their Privacy Policy be viewed by visiting their website: www.biahvetsite.co.uk

The legal ground for this processing is our legitimate interest in providing quality client support.

Other disclosures:

We may disclose personal data about you to others: (a) if we have your valid consent to do so; (b) to comply with a valid subpoena, legal order, court order, legal process, or other legal obligation; (c) to enable official control measures to support animal welfare and disease control within the Bailiwick, or (d) as necessary to pursue available legal remedies or defend legal claims. We may also transfer your personal data to an affiliate, a subsidiary or a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of The Vetcare Centres Limited's business, assets or stock, including, without limitation, in connection with any bankruptcy or similar proceeding, provided that any such entity that we transfer personal data to will not be permitted to process your personal data other than as described in this Privacy Policy without providing you notice and, if required by applicable laws, obtaining your consent.

Transfers of Personal Data

The Vetcare Centres Limited is a professional business with your pets' welfare at our heart. In order to provide you with the best professional services we may need to transfer your personal data to other veterinary service providers (specialist laboratories, referral centres, etc.) in other countries. Wherever possible these will comply with GDPR regulation, or we will ask for your explicit consent should such data need to be sent outside of Great Britain and the European Union).

Your data is currently held and backed up on site using our own computers, hard drives and in the cloud. These are protected by well-respected antiviral software and our routers are protected similarly by industrial-grade firewalls. All our staff are instructed in the importance of client confidentiality, and their access to our database is individually password protected. We take your data privacy seriously.

Our practice management software operates on a cloud-based system, where your data is stored on cloud-based servers. These servers belong to Vetspace®, a major international veterinary practice management supplier. They take data protection very seriously with their Isle-of-Man-based servers under constant supervision, fire-walled and monitored for viruses, etc. They are your Data Controller. Vetspace® are owned and operated by MWI Animal Health, one of the UK's leading veterinary wholesalers, based in England. Their Privacy Policy may be viewed on their website: <https://www.mwiah.co.uk/-/media/assets/mwiah-uk/pdf/mwi-animal-health-privacy-policy--oc-amendments-13-february-2019-v2.pdf>

Our advanced in-house laboratories are supplied and serviced by IDEXX Europe B.V., and they are also our primary provider of external laboratory services. They are a major provider of laboratory services throughout the UK, Europe, and Globally. Their Privacy Policy may be viewed on their website: <https://www.idexx.co.uk/en-gb/gdpr/>

Our vaccine reminder services are operated by iRecall®. Their data servers are in Dublin, although they are expanding this to additional European locations for redundancy. Their Privacy Policy is available on their website: <https://www.virtualrecall.com/privacy>

All Vetcare Centres Limited's staff and branches are required to follow the privacy practices set forth in this Privacy Statement.

Children

We request individuals under 16 not provide personal data to The Vetcare Centres Limited and we may ask for proof of age before accepting such information. If we learn that we have collected the personal data from a child under 16, we will take steps to delete the information as soon as possible.

Privacy Policy Updates

We may update this Privacy Policy from time to time as technologies and laws change. We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. This notice will be provided by email or by posting notice of the changes on the Vetcare Centres Limited's website.

Retention of Personal Data

We will retain your personal data as long as you are a client of the Vetcare Centres Limited and considered to be actively so. We have a legitimate interest to do so, to comply with tax audit regulations and the requirements of our professional indemnity insurers, as well as follow the recommendation of our professional body. Currently this is a period of seven years after you pet was last seen by us. To comply with the requirement to limit the data we hold, we will delete all personal records between seven and eight years after your last communication with us. In addition, see below under "Your Rights" for a description of your rights.

Data Controller and Data Protection Officer

Your personal data is collected and held by The Vetcare Centres Limited, Rue des Eturs, Castel, Guernsey, GY5 7DT. If you have a query, our Data Protection Officer is Dr John Knight (Director, The Vetcare Centres Limited). In his absence another Director may be contacted. Please email thevetcarecentres@gmail.com.

Your Rights

If you reside in the British Isles or European Union, you have the right under the General Data Protection Regulation to request from The Vetcare Centres Limited access to, and rectification or erasure of your personal data, data portability, restriction of processing of your personal data, the right to object to processing of your personal data, and the right to lodge a complaint with a supervisory authority. If you reside outside of the European Union, you may have similar rights under your local laws.

The Vetcare Centres Limited takes Data Protection seriously and we comply with the law. All forms and transactions meet with Data Protection requirements. We ask your consent to send you communications and by which method and we will review consent permissions every 5 years, but you can get in touch with us at any time to change your preferences or to opt out of all communications. To request access to, rectification, or portability of your personal data, or to stop your Vetcare account, please email us at thevetcarecentres@gmail.com.