

# PRIVACY NOTICE

## General

### Introduction

Gortlands Veterinary Clinic (GVC) respects your personal information and undertakes to comply with all applicable data protection legislation currently in force.

GVC may use personal information provided by you either with your consent or on the basis of the following:

1. Contract: the processing is necessary for a contract we have with you
2. Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations)
3. Vital interests: the processing is necessary to protect someone's life
4. Public task: the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law
5. Legitimate interests: the processing is necessary for our or your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests

Except as provided under these terms, GVC will not disclose your personal information without your permission unless such disclosure is required by law or other court order.

You are entitled to request a copy of the information which GVC holds about you. If you become aware that the personal information GVC holds about you is inaccurate, you may request that we amend it. Any requests in this respect or any other correspondence relating to this notice should be directed to Michael Browne.

Where processing is based upon consent, you have the right to withdraw consent at any time which will not affect the lawfulness of processing based on consent before its withdrawal.

The company's Data Protection Officer is Michael Browne who will monitor GDPR compliance within the organisation and advise the organisation of their obligations. If you have any concerns or need further information then please contact the Data Protection Officer.

### How information about you will be used

GVC collects information about you. This is to enable us to provide a service to you and your animals.

## Sharing information

The table below provides examples as to what information we hold on you and who we may share it with:

| <b>Type of information</b>                    | <b>Who it is shared with</b>   | <b>Legal basis for processing this information</b>  | <b>Retention period for keeping this information</b>  |
|---|--|---|---|
| Name, Address, contact numbers, email address | Internal: This is shared with all internal members of staff.<br><br>Externally: Referral Vets, Pet log (Microchip) | Legitimate interests:<br>To retain medical information about your pet.<br><br>Reminders are sent regarding boosters/jags for your pet to ensure they are up to date and protected.<br><br>Your information is shared with Petlog so that they can contact you in the event your pet is lost | Your information is stored for a maximum of 20 years after your last contact with Gortlands Vets. |

The Supervisory authority in the UK & NI is the ICO. Where you have a complaint regarding the handling of your data which you do not think can be handled internally, then you have the right to make a complaint to the ICO.