

# Privacy Notice

**Keeping current with UK law the following notice aims to inform you of why we need to collect your personal data and what is done with this information.**

- **What information is being collected at the time of consultation or registration?**

Clients name, address, contact details, and payment details are taken at the time of registration consultation or checkout.

- **Who is collecting it?**

Regent court Vets Ltd. Lower Queen Street, Penzance Cornwall TR18 4DE

- **How is it collected?**

Verbally at the premises or over the telephone. By email, sms, fax, Pet Dialog or card payment terminal.

- **Why is it being collected?**

To ensure we are able to perform our roles to the best of our ability, are able to contact clients with regard individual's pet healthcare and are able to take payment for our services to our clients.

- **How will it be used?**

It will be used in a communication capacity with occasional marketing / promotional/news capacity from Regent Court Vets regarding your pet's healthcare.

- **Who will it be shared with?**

We use several partners to enable us to conduct our business to the highest standard on behalf of our clients and their pets. These range from other Veterinary Practices, Veterinary Referral Practices and Veterinary Insurance companies and Drug Companies. A List will be available on request but not tailored to any one client in particular.

- **What will be the effect of this on the individuals concerned?**

There will be no change or impact on our clients with regards data collection or use. We will continue to act professionally at all times with regards data collection and storage.

- **How is data on clients and their pets stored?**

Client information is stored on a password protected database that is backed up on a daily basis. Any other information, paper based, is scanned and uploaded to the system and then shredded. Other paper-based information is collected stored and destroyed by a certified company.

- **Is the intended use likely to cause individuals to object or complain?**

We do not envisage any complaints or objection as we will be conducting our business in a professional manner as we always have done.

- **What is Regent Court Veterinary Practice Ltd. data retention policy?**

All client data is retained for the lifetime of an animal and 7 years thereafter. For client that transfers to another Veterinary practice information will be held but stored as inactive. Again, all data will be stored for 7 years.

- **How do we respond to requests for data and data deletion?**

Where there is a request for personal data to be disclosed by a client for their own purposes it will be disclosed within 1 month of the date of the request. Should a client wish for any data held on them to be deleted this shall be done within a month and a letter of confirmation issued. Data will not be deleted upon request if it should be needed to be held for any legal business reason i.e. Tax or VAT in which case refusal to deletion is permitted.