



# PORTLAND VETS

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[www.portlandvets.co.uk](http://www.portlandvets.co.uk)

## Privacy Policy

We are committed to protecting your privacy and maintain security of any information we have received from you. We strictly adhere to the requirements of the GDPR legislation in the UK.

This Privacy Policy applies to Portland Vets Horley limited whose registered office is at 27 Portland Road, East Grinstead, West Sussex, RH19 4EB United Kingdom, and whose company number is 08377672 (“the Company” or “we/us”). It explains what data we will collect from you when you register with us and how we may use that data.

### 1. Confidentiality and Legal Privilege

Any and all information we gather or hold about you is confidential whether or not you are a current or past client of Portland Vets limited. This overriding duty of confidentiality is subject to restrictions imposed by law (for example, in relation to money laundering or drug trafficking) or imposed by order of the Court.

Information given to us for the purposes of our providing veterinary advice to you may also be subject to legal professional privilege.

The company knows that this Privacy Policy will be affected by and must be viewed in conjunction with our duty of confidentiality to you and/or any legal professional privilege and other company policies and procedures.

### 2. Your data

#### *Collecting your data*

We will collect the details provided by you when you register with us, make an enquiry through our web pages or telephone the practice. We do not hold credit or debit card details.

We may ask you to provide us data that personally identifies you or allows us to contact you. The data we usually collect may include your name, email address, residential address and phone numbers.

We may also collect special categories of personal data including medical information for yourselves which is relevant or required in order to provide veterinary services to you and your pet.

#### *Using and sharing your data*

We will only use your data to provide our services to you. We will only share your data with 3rd parties where it is necessary for the provision of our services to you and where we are lawfully

obligated to do so (for example to relevant public authorities).

We may also use your contact details to communicate with you. We may contact you by e-mail, post, text message or telephone. We may use your information to send you marketing information or service details.

We will not share your information for marketing purposes with any third-party companies.

#### *What we do with your personal data*

All the personal data we process is by our staff in the UK. We follow strict security procedures in the storage and disclosure of information which you give us, to prevent unauthorised access in accordance with the UK data protection legislation.

#### *Accessing and controlling your data*

If you would like to access the personal data we hold for you, or if you need to update the information we hold, please write to us at our registered office, email us on [horley@portlandvets.co.uk](mailto:horley@portlandvets.co.uk) or telephone us on 01293 782684.

### **3. Other important privacy information**

Where you have signed up to our newsletter, or given explicit consent, we may use your personal data to contact you for marketing purposes. You can unsubscribe from this at any time by clicking on the link or emailing [horley@portlandvets.co.uk](mailto:horley@portlandvets.co.uk)

### **4. Queries**

If you have any questions about this Privacy Policy, please contact us by email at [horley@portlandvets.co.uk](mailto:horley@portlandvets.co.uk) or telephone us on 01293 782684.

### **5. Complaints**

If you are concerned about your data, or would like to make a complaint about the way we hold or handle your data, please contact the Data Protection Officer.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO)

Our Data Protection Officer is Valerie Pollard and can be contacted on [valerie.pollard@portlandvets.co.uk](mailto:valerie.pollard@portlandvets.co.uk)