



PORTLAND VETS

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www.portlandvets.co.uk

Website Privacy Policy

This Privacy Policy applies to portlandvets.co.uk (the “Website”) which operates by Portland Vets East Grinstead limited whose registered office is at 27 Portland Road, East Grinstead, West Sussex, RH19 4EB United Kingdom, and whose company number is 09744356 (“the Company” or “we/us”). It explains what data we will collect from you when you access the Website and how we may use that data.

We are committed to protecting your privacy. Parts of the Website can be viewed without giving us any data about yourself. However, for certain areas of the Website and for certain functions, you may be required to enter or we may collect personal 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 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, credit card details and phone number.

We may also collect special categories of personal data including medical information for yourselves which is relevant or required in order to 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).

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 welcome@portlandvets.co.uk or telephone us on 01342 327799.

For more information on the data we collect and how we use and store it, please see our Data Protection Policy.

3. Monitoring and Improving the Website

To enable us to monitor and improve the Website, we may gather certain data about you when you use the Website, including details of your operating system, browser version and type, browser language and Internet Service Provider.

We will always be able to identify your IP address. This is a unique number assigned to every computer on the Internet. Your IP address will tell us your geographic location and your domain.

4. Cookies

We will use cookies, where necessary. We will only read cookies from your cookie file if they have been placed there through your web browser's interaction with the Website.

5. Links to Other Websites

The Website may provide links to third party sites. We cannot guarantee that such third party sites will protect your personal data and we are not responsible for their data policies or procedures or their content.

6. 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.

7. Queries

If you have any questions about this Privacy Policy, please contact us by email at welcome@portlandvets.co.uk or telephone us on 01342 327799.

8. 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 our Data Protection Officer on welcome@portlandvets.co.uk or telephone us on 01342 327799 .

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).