



# WOLDS VETERINARY CLINIC

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Hewitts Business Park, Altyre Way, Humberston, Grimsby. DN36 4RJ.  
[info@woldsvets.com](mailto:info@woldsvets.com) Telephone: 01472 695979

## PRIVACY NOTICE

### General

#### Introduction

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

Wolds Veterinary Clinic 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, Wolds Veterinary Clinic 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 the Wolds Veterinary Clinic holds about you. If you become aware that the personal information the Wolds Veterinary Clinic 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 Peter Dixon.

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.

For information on GDPR or if you have any concerns you should contact Peter Dixon.

#### How information about you will be used

Wolds Veterinary Clinic collects information about you when you register with the clinic. This is to help us provide essential veterinary care to your pet.

## **Sharing information**

### **Moving practice**

If you decide to move to a new practice we will provide a copy of your animals' records to the new practice when requested. If you do not want your records transferred, please speak to a member of the Practice staff.

#### **Information do we share:**

- Your name
- Your address
- Your e-mail address
- Mobile number
- Telephone number

### **Referral practices**

When we refer an animal to a referral hospital or specialist, we need to share relevant information to arrange appointments, test, treatments and services.

#### **Information do we share:**

- Your name
- Your address
- Your e-mail address
- Mobile number
- Telephone number

### **Laboratories and Animal Crematorium**

So that we can arrange tests, treatments and services and obtain results on your behalf.

#### **Information do we share:**

- Your name.
- Your address.

### **Your insurer**

So that we can obtain permission to perform certain investigations and treatments at their expense. To arrange payment for investigations and treatments provided.

#### **Information do we share:**

- Insurance policy number.
- Your name.
- Your address.

### **Debt collection agencies**

If you fall behind with payments for the services we provide, we may engage a debt collection agency to recover the debt on our behalf.

#### **Information do we share:**

- Your name.
- Your address.
- Your outstanding balance.

### **Email providers, printers and mailing houses**

So that we can send you reminders, administrative information relating to the way we provide services to you, information about animal health issues relevant to you and marketing communications if you have consented to receiving them.

#### **Information do we share:**

- Your name.
- Your address.
- Your email address.

All details are stored on Wolds Veterinary Clinic in house server only.

The Supervisory authority in the UK & NI is the ICO/in the Republic Ireland is the Data Protection Commission. 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/Data Protection Commission.