



Privacy Policy

Tyrrells Equine Clinic Ltd takes your privacy very seriously and is committed to protecting and respecting your privacy. This Privacy Policy (together with our Terms and Conditions) is intended to describe how your personal information is collected, stored, and processed by Tyrrells Equine Clinic Ltd. By using our website, registering with us and using our veterinary services; you consent, understand and agree that the personal information you provide will be held on our Practice Management System database. As we require this data to treat your animals, for legal reasons and to enable our contract with you, we consider (under section 3, article 6 of the GDPR regulations) that formal, written consent is not required to record this data.

What information is collected?

When you register with us, we ask for some essential information. We may collect these details in person, by telephone or on-line. This information consists of:

- Title, first name, surname and postal address.
- Contact information including email address and contact telephone numbers including a mobile number.
- Occasionally we ask for confirmation of payment details.

What we do with the information we collect

Your personal information is stored on our Practice Management System. We require the information to treat your horse(s) and to provide the services you require from us, including:

- Registering your details as a new client or updating your details if they change.
- Making appointments.
- Processing the fees due for any treatment.
- Reminding you that treatment is due in the best interests of your horse(s) health.
- Contacting you about your horse(s), account or credit status as required.
- Informing you of any changes to our services.
- We may use the information to improve our services.

Who we may share your data with

- Other vet practices including referral centres and those taking on your horse(s) future medical care
- Our service providers or partners enabling us to care for your horse(s).
- External laboratories
- Insurance companies who request a horses medical records in order to process a claim
- Financial data to agencies or courts to assist us with unpaid debt.

We will ensure that we have contracts with the above companies which confirm that your data will be processed following GDPR regulations. We are not responsible for any breach of security or for any actions of any third parties that receive the information. We do not intend to sell, rent, or otherwise give your details to a third party for marketing purposes. Tyrrells Equine will only disclose your personal information to enable a service to be provided in full or when required by law or in the good-faith belief that such actions are necessary.

How we protect your information

Your data is secured securely on our server. Our IT systems are regularly reviewed and updated with the latest software versions. We have a firewall in place (to prevent unauthorised access) and we have antivirus/security software that will alert us immediately to any breach. We have in place strict procedures for the storage and disclosure of your information to prevent unauthorised access.

We endeavour to keep your data up to date and accurate. Please help us to do this by contacting us if there are any changes.

Protecting your security

Any data no longer required will be deleted or destroyed securely and confidentially.

Cookies

A cookie is a small text file that is stored on your computer when you visit some websites. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. They cannot be used to identify you personally.

We may use traffic log cookies to identify which pages are being used and how visitors use our site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from, and the pages visited. This helps us analyse data about webpage traffic and improve our website in order to tailor it to client needs. We only use this information for statistical analysis purposes.

You can disable cookies already stored on your computer, but these may stop our website from functioning properly.

Rights

You have the right to access the personal data about you that is held by us. To obtain a copy of the personal information please apply in writing to the practice. The request will be passed onto our data controller and made available within 30 days.

You have the right to request we delete your data. As your data has to be kept by us for legal reasons we will inform you of the legal decision within 30 days.

Changes to our Privacy Policy

Any changes to our Privacy Policy in the future will be posted on our website and where appropriate, notified to you via email.

Tyrrells Equine Clinic Ltd 10th April 2018