

GDPR Privacy Policy

(08.05.2018)

Introduction

St. Runwald's Limited is a trading name of St. Runwald's Veterinary Surgery, company number 07697796, registered in England and Wales. St. Runwald's Limited is a small animal practice in which the vet surgeons are registered with the RCVS.

This privacy policy explains how we use any personal information that we collect about you and your pet, as a client/patient of St. Runwald's Limited or as a user of our website.

Please see the GDPR Glossary of Terms at the bottom of this document.

How we use personal information about you

St. Runwald's Limited take the protection of personal data extremely seriously and we also strive to ensure that, at all times, it is protected with appropriate procedural, organisational and technical measures, and that data is only collected and used for appropriate and legitimate purposes.

St. Runwald's Limited will only use you and your pets information in support of our duty of care, be it medical or surgical, for your pet. We will only use this information in accordance with your instructions and current data protection regulations.

What personal data we may collect about you

St. Runwald's Limited is bound by the requirements of the General Data Protection Regulation (GDPR). As a client/patient of St. Runwald's Limited, we may need to ask for personal information about you. The services that we offer in fulfilling our role as your veterinary surgeon may include:

- [Personal information including Christian names, surname, addresses, contact numbers, email addresses.
- [Details of any pets you own (with their relevant history)
- [For those who have registered with our PPP we would additionally hold personal financial details.

How long we keep your data for

We will typically hold your personal information for 8 years from the date of the last treatment of any pet registered with us. Data maybe retained longer than 8 years if required or if explicitly requested by you.

Sharing and transmitting personal data

St. Runwald's Limited will NEVER sell, rent, share or disseminate any of the controller's data to any third party, except where necessary in order to provide the services necessary for the care of your pet.

Your personal data may be transferred to appropriate third parties as follows:

- [Referral to a Veterinary Specialist where advice may be sought for your pet
- [Sending of samples to external laboratories with data
- [Referral of an animal to a Specialist centre
- [Contacting you regarding boosters and from time to time promotional material
- [Pharmaceutical companies, in cases of concern of adverse reactions or questions on medication
- [Hospital and other animal referral centres
- [Other veterinary surgeries
- [Debt collection company
- [To and from any cloud base system for back up.
- [Insurance Companies

How we communicate with you

St. Runwald's Limited may contact you using telephone numbers, email addresses or addresses 'volunteered' by you as part of an initial communication with St. Runwald's Limited.

We may occasionally send text messages to your mobile phone number, but this will only be in relation to services agreed with you. These texts will never contain your personal details and will never be used for marketing purposes.

We will only send text messages to your mobile if you specifically agree to receive them.

We may also occasionally use your personal information to send you relevant information about third parties that we think you may be interested in. For example, we may send details about promotions, loyalty schemes and news updates in the practice.

Security of Data

St. Runwald's Limited is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place various physical, electronic and managerial procedures to safeguard and secure the information.

Right of access to data about you

GDPR give you the legal right to access personal data about you that is held by St. Runwald's Limited.

St. Runwald's Limited Website

St. Runwald's Limited will collect information posted by you on our website for purposes of registering you as a client. We do not monitor IP addresses from your computer, nor do we perform any form of analysis on visits. The website does include some cookies but these are solely for the basic operation of the site. No monitoring, tracking or data collection is performed by the cookies.

Changes to our privacy policy

We regularly review this GDPR privacy policy. Any changes will be applied to the GDPR section on our website.

How to contact us

Please contact us if you have any questions about this privacy policy or about any of the information, we hold about you:

By email to: st.ruwnalds.vets@zen.co.uk

By post to: Anita James, Director, St. Runwald's Limited, 94A Maldon Road, Colchester, Essex. CO3 3AP.

Glossary of Terms

Personal Data

Personal data refers to any information that could identify an individual, or when combined with other accessible data, could make that person identifiable. This may include (but is not limited to)

- [Names and contact information, for example emails, addresses and telephone numbers.

Data Controller

For the General Data Protection Regulation (GDPR), the term 'data controller' refers to the person or organisation that determines what data is required and controls how this personal data is processed.

In this instance, the data controller is St. Runwald's Limited, 94A Maldon Road, Colchester, Essex. CO3 3AP. The data protection officer is Anita James, Director.

Data Processor

For GDPR, the term 'data processor' refers to a person or organisation which processes personal data for the data controller. In the case of St. Runwald's Limited, this is likely to include pharmaceutical companies, diagnostic centres and referral specialists.

Data Processing

Data processing is any operation performed upon personal data both manually and via an automated system. Examples may include: collecting, recording, transmitting, storing, altering, using, disclosing, disseminating, erasing and destruction.

Subject Access Request (SAR)

A subject access request is your legal right to request a copy of information about you held by the data controller. You can also ask the data controller, and through them, the data processor, to change personal information, where it is incorrect, or for the data to be erased (but this is within the constraints of any legal or regulatory requirements to retain the said data).

Website Terms

- [**Cookies** – Cookies are text files that a website may place on your computer to help it track and log activity (also see www.aboutcookies.org). Most browsers allow you to disable cookies but this might impact the behaviour of a website.
- [**IP Addresses** – An IP address is a unique numerical address that can identify your computer or connection on the internet.