



ewell veterinary centre

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Ewell Veterinary Centre privacy policy

Ewell Veterinary Centre is committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. Your consent by using our Website, registering with us and by using our Veterinary services you understand and agree that personal information you provide will be held on a database called RX. As we require this data to treat your animals and for legal reasons and it is necessary for the performance of the 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 do we collect and why?

When you register your pet either branch or via our online web form you will be asked for some essential information including your title, first name, surname, postal address, email address, telephone and if applicable payment information. You may also be requested to give your details for other reasons. These details are collected either in person, by telephone or online, to help us:

- Register your details as a new client or update your details if they change
- Register your pet (s) on our system
- Register your pet on health plans
- Make appointments
- Process the fees due for any treatment
- Contact you about your pet, your account or credit status where required;
- Ask you to complete client satisfaction surveys to offer the best service we can
- Let you know about any changes to our services
- Contact you to advise when your pet(s) need timely treatments in the best interests in their health
- We will also automatically collect data such as dates and times of your visits to the Website.

Who may we sometimes share your data with

- Other vet practices including referral centres the animal's medical care in the future
- Insurance companies who request a pet's medical records to process an insurance claim
- Financial data to agencies assisting us with unpaid debt such as the Scottish Court.
- External Laboratories
- Our waste contractor for shredding

The data controller will ensure we have contracts with the above companies which confirm that your data will be processed following GDPR regulations.

How we protect your information

Your data is stored securely on our servers at both sites. Our IT systems are regularly reviewed and updated to the latest version of windows. Software is updated daily as required. We have a firewall in place and we have cloud based antivirus/security software that will contact us immediately if there is any breach.

We endeavour to keep your data up to date and accurate - our system will ask us to data check your data every 6 months. Please help us keep your data up to date by contacting us if there are any changes. We have in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.

We typically do not rely on consent as the primary legal basis for processing your personal data. To fulfill our obligations under our contract with you, we may contact clients when necessary to remind you about essential healthcare or share information that may benefit your pet's health. These communications are critical for your pet's long-term well-being and may include vaccination or parasite control reminders, as well as promotions on services that support your pet's happy and healthy lifestyle.

We may also use information collected from our website, through cookies or direct input, to tailor our communications and make them more relevant to you. Personal data retention periods are reviewed regularly, and we only keep data for as long as it is necessary. Some types of data must be retained to comply with legal obligations. Your personal information is securely stored on our internal systems, and financial information is only retained for the duration needed to process it, after which it is securely destroyed.

Below is a summary of how we use your data, the legal basis for processing it, and our legitimate interests:

Purpose/Activity	Type of Data	Lawful Basis for Processing
To register you as a new client	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver our commitment to you and your pet(s), including: - Ewell Pet Health Plan - Sending healthcare reminders - Communicating treatment plans - Managing payments	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to meet professional obligations (c) Necessary for legitimate interests to recover debts owed
To manage our relationship with you, including: - Notifying you about changes to terms or privacy policy - Requesting reviews or survey feedback	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with legal obligations (c) Necessary for legitimate interests to keep records updated and study service usage
To administer and protect our business and website (e.g., troubleshooting, data analysis, system maintenance, and security)	(a) Identity (b) Contact (c) Technical	(a) Necessary for legitimate interests in managing the business, IT services, and network security (b) Necessary to comply with legal obligations

To provide relevant content and information beyond reminders, and measure the effectiveness of communications	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for legitimate interests in understanding how clients use services, improving communications, and informing marketing strategies
To use data analytics to improve our website, services, and client experiences	(a) Technical (b) Usage	Necessary for legitimate interests in maintaining obligations, developing services, and ensuring business viability
To make suggestions or recommendations about services that may interest you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile	Necessary for legitimate interests in defining client types, updating services, developing the business, and informing marketing strategy

Protecting your security

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

Statement on the use and disclosure of Personal Data

We may send you SMS, post or emails to contact you about treatments we consider your pet (s) may require in the best interests of their health, for example vaccination reminders. We may also send you health care advice for you pet(s). We consider the above communication vital to maintaining the health of your pet(s) and that it is required for us to offer the high level service we strive for. We therefore do not considering necessary to ask you to opt in to such communications. We will not pass your data onto third parties. You can also exercise your right not to receive these communications at any time by clicking the link on the bottom of each email or contacting us on 020 8393 6056.

Cookies

Cookies are very small text files that are stored on your computer when you visit some websites. We use cookies to help identify your computer so we can tailor your user experience, track shopping basket contents and remember where you are in the order process.

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

Rights

You have a 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 will be made available within 30 days.

You also have a right to request we delete your data. As your data has to be kept by us for legal reasons we would consult our professional advisers regards any legal requirements to keep any data and inform you of their decision. Legally we have 30 days to exercise this.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email.