



The Laurels Veterinary Centre Limited Privacy Notice

The Laurels Veterinary Centre Limited is committed to protecting and respecting your privacy. This policy (together with our terms and conditions of business) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. We are committed to using your personal information in accordance with our responsibilities, including those provided by law (such as the General Data Protection Regulation – GDPR). Please read the following carefully to understand how we will use your personal data.

The data controller is:

The Laurels Veterinary Centre Limited
1 Homefield Road
Bromley
Kent
BR1 3AW

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide by filling in forms on paper or on our website. This includes information provided when you complete our registration and client record update forms.
- Information that you provide to us verbally to update your records such as adding a new telephone number.
- If you contact us, we may keep a record of that correspondence.
- Details of financial transactions you carry out with us and of the fulfilment of your orders.
- Details provided for the administration of the Circle of Friends preventative healthcare scheme.

STORING YOUR PERSONAL DATA

We will take all reasonable steps necessary to ensure that your data is treated securely. However, it must be noted that the transmission of information via the internet is not entirely secure and any transmission of data is at your own risk.

Once we receive your data we have procedures and policies in place designed to protect your data from unauthorised access or use.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To contact you with reminders about vaccinations, appointments and health checks, where you have consented to this.
- To correspond with you about the health and wellbeing of your pet.
- To carry out obligations arising from contracts between you and us.
- To provide you with information about promotions or special offers, where you have consented to this.

DISCLOSURE OF YOUR INFORMATION

We may need to disclose your information to third parties such as data hosting providers and service providers. This is done under our instruction and is done so through contract with strict data protection clauses.

We may be asked to share your personal data with other veterinary practices, referral centres or insurance companies but we will always obtain your consent first.

We may be required to share your personal data in order to comply with the law, for example to law enforcement agencies.

YOUR RIGHTS

You have the right to ask us about what personal data we hold about you and correct any inaccurate information. We will respond to you within 1 month of the request.

You also have the right to ask us to not process your personal data or delete your personal data. These requests will be considered in light of the provisions of the GDPR and we will respond to your request within 1 month.

These requests should be made by writing to us at thelaurelvets@hotmail.co.uk or:

The Laurels Veterinary Centre Limited
1 Homefield Road
Bromley
Kent
BR1 3AW

CONTACT

If you have any questions about how we use your data or have any concerns please contact us at thelaurelvets@hotmail.co.uk or:

The Laurels Veterinary Centre Limited
1 Homefield Road
Bromley
Kent
BR1 3AW