

UVP Privacy Notice

The University Veterinary Practice (UVP) will be what's known as the 'Controller' of the personal data you provide to us. We only collect basic personal data about you which does not include any Special category data (as defined by the ICO). It does however, include name, address, email and phone number.

Why we need your data

We need to know your basic personal data in order to provide you with veterinary referral services. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

What we do with your data

The UVP will use your personal information to keep booking records and to contact you to let you know when your next appointment is due and to allow updates on patient conditions and treatment plans.

All the personal data we process is processed by our staff in the Hospital however for the purposes of IT hosting and maintenance this information is located on servers within the European Union. No 3rd parties have access to your personal data unless the law allows them to do so.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

How long we keep your data

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. The information we use for research purposes will be kept with us for 7 years unless you notify us that you no longer wish us to use this data.

What we would also like to do with your data

We use your personal information primarily in order to deliver our obligations to you as a user of our services.

We may need to refer you to other (external) veterinary services that we do not offer ourselves. At this point, we will need to share your personal information with other veterinary service providers.

What are your rights

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office
<https://ico.org.uk/>