

LAKELAND VETERINARY SERVICES

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Lakeland Veterinary Services Privacy Notice

Welcome to Lakeland Veterinary Services. This notice explains how we collect, use, and protect information about you, who we may share it with, and the rights that you have. This notice covers most of the ways in which you will interact with us, through the website, in our practices, or on social media.

If we need to use your personal data in a different way, or for reasons not covered by this notice, we will let you know. We will also update this notice from time to time.

1. Who we are

Lakeland Veterinary Services is registered as a Data Controller with the Information Commissioner's Office in the UK with reference number ZB537127.

Personal data processed by one branch within the group will automatically also be made available to the other branch to ensure seamless care.

Lakeland Veterinary Services has appointed a Data Protection Officer. If you have any questions about this notice, including any requests to exercise your legal rights, please contact them:

- By post - FAO: Data Protection Officer, Lakeland Veterinary Services, 39 Main Street, Derrygonnelly, Co. Fermanagh, BT93 6HW
- By email - (FAO Data Protection Officer) lakelandvetservices@yahoo.co.uk

Other Controllers

Where you use our website and click on external links, or visit our social media pages, your personal data may also be processed by the providers of those services – for example Meta (Facebook). Those sites will collect further information about you for their own purposes, separately from Lakeland Veterinary Services.

Where we also use the data they collect, Lakeland Veterinary Services might also be jointly responsible with the other company for determining how and why your personal data is used, and making sure that it is protected.

2. What do we collect, how and why?

Most of the personal data we collect is directly from you, as you use or request services from us, or get in touch. Technical information will be generated where you use our website, apps, or other online services.

Data that we collect may include:

- Contact details such as your name and address, including email and social media account information if you contact us that way, and location information where we are referring you to local services;
- Information about services you have used or requested, customer service information such as compliments or complaints, contact preferences, and information which our employees might record as they provide services to you or your animals. This may also include recording calls you make to some of our services;
- Financial information, including payments made, account and credit status;
- Information about how you use our websites and online services including social media pages, including technical identifiers such as cookies.

We will collect this data so that:

- We can provide the services you are using or have requested, and manage payment for them as part of our contract with you;
- We can improve our services to you and other customers, including gathering feedback from you via surveys, as part of our legitimate business interests;
- We can manage our online and other services effectively and securely, as part of our legitimate business interests and legal obligations to you;
- We can meet regulatory obligations, to prevent or detect crime, or in the public interest, including protection of animal welfare;
- With your consent, so that we can provide you information about products and services that may be of interest.

If you do not want us to use some of your personal data, we may not be able to provide services to you – for example payment data or contact details.

We do not collect or use 'special category' data, such as religion, sexuality, or health data.

3. Who we share your personal data with

As well as using service providers to support our business, we might share information with other separate organizations who are also Controllers. This may include:

- Royal College of Veterinary Surgeons
- Other veterinary specialists, laboratories and animal health providers and agencies, where the personal data cannot be anonymised or is otherwise necessary
- Insurance and other professional and legal advisors
- Debt recovery agencies
- Law enforcement, fraud prevention agencies and other public authorities
- Companies approved by you (such as social media sites)

Where any part of our business is outsourced, sold, or merged, and where permitted by law, we will share your data with the new provider so that services can continue to be provided to you. They may use your personal data in the same way as set out in this policy. We will of course inform you of any such change and give you an opportunity to opt out of your data being shared with a new provider.

4. Keeping your personal data secure

We have security and other measures in place to help protect your data and limit how it can be accessed or used, and to identify and handle suspected breaches of personal data and other security threats.

We limit access to your personal data to those employees, agents, contractors, and service providers who have a need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality and other contractual terms to protect your data.

5. Data retention

We will retain your data for as long as reasonably necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax or reporting requirements.

6. Being in control of your own information

Under the UK and EU data protection law you have some important rights available to you. In summary, these include:

- Request information about how we are using your data
- Request a copy of your personal data
- Request that we correct any personal data that is inaccurate
- Request that we do not make any automated decisions based on your data (don't worry, we do not)
- Request that we delete your data
- Where you have been asked for and given us your consent, withdraw that consent
- Request that we stop processing all or part of your data
- Request that we transfer elements of your personal data to another service provider

Some of these rights may be limited in some circumstances, or subject to exemptions. If you want to exercise your rights, or to make a complaint, please complete a Rights request form or contact us at our Derrygonnelly practice either in person or by calling 02868641700.

If we cannot resolve a complaint as you would wish, you may also make a complaint to the UK Information Commissioner's Office (ICO) via their website.

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