



LITTLE HOPPERS ANIMAL HOSPITAL

FALMOUTH VETERINARY SURGERY

WHETSTED ROAD

FIVE OAK GREEN

TONBRIDGE

KENT

TN12 6RS

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PRIVACY STATEMENT

How do we use your personal data?

Here at Little Hoppers Animal Hospital Group, we are committed to protecting your personal information.

We recognise the need for the protection and management of any information you share with us. Therefore, we only use your personal information to administer your account and to provide the veterinary services and products that you have requested.

At times, we may need to pass your details across to selected organisations to administer your pet's health care, such as:

- Designated emergency and out-of-hours veterinary care providers – for example, Pennard Vets (Sevenoaks) and VetsNow (Tunbridge Wells branch and Worthing branch).
- Referral hospitals for specialist treatments – for example, North Downs Specialist Referrals, The Veterinary Referral Centre, Southfields Referral Specialists, Royal Veterinary College (Queen Mother Hospital for Animals), Dick White Referrals, Davies Veterinary Specialists and The Ralph.
- At the request of a referral for Hydrotherapy services and Behaviourists services.
- Microchip databases – for example, Petlog, Indentibase, Animaltracker, PETtrac.
- For the administration of vaccination and treatment reminders services – administered by iRecall.
- For the administration of Health Care Plans and Direct Debits – administered by Easy Direct Debits.
- Pet insurance providers – for the purpose of insurance claims.

We will not use your personal information for promotional services, offers or surveys.

Little Hoppers Animal Hospital is a trading name of Five Oak Green Pet Surgery Limited. Company Registration Number: 12494338.

Hoppers Animal Hospital is a trading name of Crowborough Hill Pet Surgery Ltd. Company Registration Number: 13785320.

Little Hoppers Veterinary Surgery is a trading name of Staplehurst Pet Surgery Ltd. Company Registration Number: 13920395.

Registered office address: 77 Avery Hill Road, Avery Hill Road, London, United Kingdom, SE9 2BJ.