



Client Data Protection Policy

Privacy Policy

Chipping Norton Veterinary Hospital takes privacy seriously and complies with the General Data Protection Regulations. We can be contacted via email info@chippingnortonvets.co.uk or by telephone 01608 642547.

Data held by Chipping Norton Veterinary Hospital:

CNVH holds your contact details, pet(s) details and medical records, and a record of your account (money paid to or owed to) us. This information is held on our secure client management system that is password-protected. Only CNVH employees have access to this information.

We will only use your information for the following purposes:

- Informing you of preventative healthcare to ensure the wellbeing of your pet(s).
- Managing our relationship with you.
- Managing your account with us and informing you of any outstanding balance.
- For the purposes of debt recovery in the event of non-payment.
- We may send your pet's medical records and your contact details, without your consent, to only those organisations directly involved in your pet's care. That normally includes only the following: Hook Norton Veterinary Group, if your pet needs attention out of hours when they are on duty (we share out-of-hours work with the Hook Norton Vets), your pet-insurance company, referral veterinary practices in the event that your pet is referred for care we cannot provide, and another veterinary practice (e.g., if you request a second opinion, visit a vet when away from this area, or choose to move veterinary practice).

The data we send to the above organisations consists of ONLY the animal's medical records and test results, your name, address and contact details.

Occasionally we share anonymised clinical information with clinical research groups from Universities and other organisations. In this case, the identity of the animals involved is unknown to those organisations.

We will not hold any of your bank account or credit card details except in very rare circumstances when you will have specifically asked us to do so.

We will not pass your information on to a third party without your consent.

Banbury Road, Chipping Norton, Oxon, OX7 5SY.
01608 645617

Email: info@chippingnortonvets.co.uk
www.chippingnortonvets.co.uk

Tel: 01608 642547 Fax:

Website:

Chipping Norton Veterinary Services Ltd. Registered address: Chipping Norton Veterinary Hospital, Banbury Road, Chipping Norton, Oxon, OX7 5SY

Incorporated in England & Wales Registered with the Royal College of Veterinary Surgeons Company Reg. No. 05965474 VAT No. 119 1051 06

We will not use your personal information for advertising

You may ask for access to your information by writing to:

The Directors, Chipping Norton Veterinary Services Ltd, Banbury Road Chipping Norton, OX7 5SY. We will endeavour to respond within 14 days of receipt of the written request. Proof of identity will be required before the information is released to you, a £10 fee may be charged to cover our costs.

Information regarding your account with us is kept for a minimum of 8 years. Your Personal information will not be kept any longer than necessary. Paper copies of your information are incinerated when disposed of.

If your information is lost or stolen while in our hands we will inform you and the Information Commissioners Office immediately.

If you don't want us to use your Personal Data as described in this policy, please let us know.

Data protection information

You can obtain further information about data protection laws by visiting the Information Commissioner's Office website at <http://ico.gov.uk>.

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