

Privacy Policy

Scourfield Veterinary Services Ltd is a “data controller”. This means we are responsible for deciding how we hold, use, and transfer information about pet owners. In this case, you would be referred to as the “data subject”.

Please note that data security in relation to your pet’s medical records is not covered under the GDPR – this only relates to data stored about humans, not animals.

Why do we need to store your data?

- Scourfield Veterinary Services will store your data in order to carry out a home visit service, or in other words, to be able to supply you with a service.
- The data will be provided by you, the data subject, on registering with our practise. This may be given over the phone, by text message, email, face to face or via our website.
- Personal information may be provided by a friend, family member or representative in order for us to carry out our service.
- The lawful basis in which we store your data is so that we are able to perform our contract. It enables us to provide you, the client, (data subject) with home visit services. For example, we need to store your address so that we know where to attend an appointment.

What data is stored?

- Data stored includes your name, title (optional), address, phone number and email address.
- If you do not provide relevant information when requested, we may be unable to provide you with a service. If you amend your data at any given time, the ‘old’ data will be deleted (e.g. if you change address).
- We will only use your personal data for the purposes for which we have collected it.

How long is your data kept for?

- We will normally store your data for a minimum of seven years (the data retention period). This means that your data will normally be deleted after seven years of inactivity. However, in circumstances where medical records need to be kept for a longer period, they may be stored indefinitely. This is normally in the best interest of your pet, where deleting records removes all information about their health and any treatments received.
- We sometimes use your data to send reminders, or information about your pet’s health. You have a right to opt in, or out, of receiving electronic (email and text) communications from Scourfield Veterinary Services at any time.
- To stop receiving such communications, please email info@scourfieldvetservices.co.uk. After you have withdrawn your consent, we will no longer be able to contact you via these methods, unless we have reason to do so under the relevant law.

Passing your data to third parties

- We have put in place measures to ensure your personal information is not accidentally lost, sold or used in an unauthorised way.
- We will never sell your data to third parties.
- Your data may be passed to or from third parties where this is required to allow us to continue providing our services. This includes data being passed to other vet practises, our phone answering service (Vetsec), microchip registration companies, or veterinary laboratories (Axiom - for example, if your pet has had a blood test, your name and address will be provided on the form as a way of tracking the sample).
- All of our third party service providers are required to take steps to ensure your data is protected and kept safe in line with GDPR policies.

Scourfield Veterinary Services
Home visits in London

Your rights

- To complain to the ICO if you think there is a problem with the way data is being handled
- To request access to your personal data
- To request correction or amendment of the personal data that we store about you
- To request that we delete your personal data. In this circumstance, it would normally mean we are no longer able to provide you with a service.
- To request the transfer of your personal information to another party.
- If you would like to view, verify, correct, change or delete your personal data, please contact Scourfield Veterinary Services in writing at info@scourfieldvetservices.co.uk.

Changes to the privacy policy

- We reserve the right to update or change this privacy policy notice at any time. If you have any questions about this privacy policy, please contact info@scourfieldvetservices.co.uk