



Client Privacy Policy

At Forest House Veterinary Group, we take great care with all the Personal Data we hold, to ensure that we comply with best professional practice and with the law. This Privacy Notice explains what Personal Data the Practice holds, why we hold and process it, who we might share it with and your rights and freedoms under the law.

Types of Personal Data we hold

- Your name, addresses and contact information (including telephone numbers and email addresses)
- Details of products and services obtained from the Practice and your payment, receipt and invoice details
- Records of your interactions with us, such as emails, and contact via our website and social media
- CCTV images recorded at the Practice
- We do not hold sensitive personal data other than if you make us aware of any relevant disability or health condition for which you will require assistance or consideration when you attend the Practice, and this will only be recorded with your consent

How we collect your information

- Data is collected when you register with the practice or contact us by phone, email, post, social media or via our website
- Additional information may be collected by third parties authorised by you such as family members or friends or other parties involved in the care of your animals

How we store your data

- Data is primarily stored electronically with paper copies of essential forms and documents
- Appropriate security measures are in place to protect this data from unauthorised access, loss or damage
- Every 12 months we will check whether the information we hold is correct and update your contact preferences. You can, however, contact us anytime to amend this information
- Data is retained for the minimum period necessary and you have the right to have your details erased if we do not have a legitimate interest to keep them

How we use Personal Data

- To provide your pet with the appropriate, high quality, safe and effective care and treatment

What is the Lawful basis for us processing Personal Data?

- Because it is in our legitimate interest to do so, as without holding the data we cannot work effectively and communicate with you about your pet's care

Cookies

We use cookies to track visitor use of the website and to compile statistical reports on website activity.

You can choose to opt out of cookies and change your browser settings to restrict or block cookies however, some functionality may be lost when you use our website.

Who we might share your data with?

- Pet data may be shared with other health professionals who need to be involved in your pets care e.g. specialist, laboratory, other Veterinary Practices, your insurance company
- Microchip companies
- If required, IT providers, debt recovery firms, our professional indemnity insurers or the Royal College of Veterinary Surgeons
- We do not sell or rent your information to third parties other than in relation to the care of your pets or for external marketing purposes
- We may pass information to our third-party service providers for the purposes of providing services to you (for example to send you vaccination and treatment reminders). However, we only disclose personal information that is relevant to provide this service

Data breaches

If any personal data breach is identified, this will be notified to the Information Commissioners Offices (ICO) not later than 72 hours of becoming aware, unless we are able to demonstrate that there is no risk to the rights and freedoms of the individual.

If you have any questions or complaints with regard to your data please contact the Practice Manager by telephone, email info@foresthousedevets.com or write to 28 Clewer Hill Road, Windsor SL4 4BS