

Greenwood Privacy Policy

Greenwood Veterinary Clinic Limited has a commitment to protecting and respecting your privacy.

This policy (together with our terms) provides the basis on which personal data we collect from you, or that you provide to us/is processed by us. Please read the following carefully to understand our views and practices regarding your personal data and it will be treated. By engaging with our Practices to provide veterinary services or visiting <http://greenwoodvet.co.uk/>, you are accepting and consenting to the practices outlined in this policy.

Information categories we may use

We may collect and process the following data about you:

- Your name
- Address
- E-mail address
- Phone number
- Insurance information

- **Information you give us.** You may supply us information by filling in forms on our website <http://www.greenwoodvet.co.uk> or corresponding with us by phone, e-mail, face to face, or otherwise. This may include information you provide when you engage us to provide the services described in our Terms and Conditions, register to use our website, subscribe to our service or participate in social media functions on our website.
- **Information we may collect about you.** With regard to each of your visits to our website we may automatically collect the following information:
 - Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our office.

- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other services we provide.

We may collect and process the following data about you:

- Your name
- Address
- E-mail address
- Phone number
- Insurance information

In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this website. We are also working closely with third parties (including, for example, business partners, subcontractors in technical, payment and delivery services) and may receive information about you from them. We may also receive information about you when your pet is referred to us from another practice.

How we use your information

We process your data to provide the services and products defined in our Terms and Conditions. Our legal basis for processing this data will fall into one of these categories:

- To enable us to form a contract with you to provide services.
- To serve our legitimate business interests – such as processing a payment or sending you a vaccine reminder.
- Where we have your consent – such as for marketing (see the GDPR specific link for more details).

We may share the information about you defined above with certain third parties, to enable us to provide the products and services defined in our Terms and Conditions. These include referrals to other vets or specialist clinics and labs or other providers who support us in providing services to your pet payment processors, insurers, indemnity providers and other professional and legal advisors and debt recovery agencies.

We retain information about you for as long as we have a legitimate business interest to do so, after this your information will be securely destroyed or at least anonymised where destruction is technically impossible.

Clinic Payment

We do request that all invoices are paid at the time. **We may take further action to recover overdue payments.** If any amounts payable to us are not paid when due then, without prejudice to any other remedies available to us, we may at any time:

- (a) refer any overdue accounts to our debt collection agency for recovery;
- (b) add additional charges to your outstanding account in order to recover fees and costs in connection with the collection of the sum you owe, including but not limited to administration costs and debt collection agency fees; and
- (c) refuse to supply further veterinary services (excluding emergency) to you until all outstanding sums are paid by you.

Securing your information

We understand the importance of keeping your information safe and secure, and we use a range of technical and organisational measures to achieve this goal. We only allow access to your information to those who have a legitimate business need to do so, and always under strict confidentiality. We have processes in place to prevent and deal with potential breaches to information security, these include communication to you and our regulators where we are legally required to do so.

Your rights

Under the GDPR you have the following rights over your information:

- To correct, update, or request that we stop processing or delete your information.
- To opt out of marketing communication – just call the clinic.
- To withdraw your consent for processing where we rely on your consent to process your information.
- To complain about our collection and processing of your information.

If you contact us to exercise any of these rights we may ask for information about you to positively identify you to verify your request is valid.

Any Changes to our privacy policy

Changes we may make to this privacy policy in the future will be updated on this page and, where appropriate, notified to you by e-mail. Please check in frequently to see any updates or changes to our privacy policy.

You can contact us at ruislip@greenwoodvet.co.uk

GDPR Legislation

With GDPR regulation, we need to ensure you are happy in the way in which we communicate with you. We now have 7 different categories that form our client communications so we can be very specific in what we do and don't send you.

Legitimate Business Interests Include:

- Vaccine Reminders
- Parasite Treatment Reminders
- Appointment Reminders
- Health Check Reminders
- Reviews and Surveys

We deem these categories as 'legitimate business interests'. This means we think they are critical for us to provide you and your pet the best possible healthcare service.

Marketing Categories

Practice/Pet Care Advice. Offers and Promotions

These 'marketing categories' help keep you and your pet up to date with offers and promotions relating to your pet and the practice.

For each of the above you can choose to be contacted by text/email or letter (or a combination of all three) or not contacted at all.

To review your communications preferences please contact the Practice reception team (either in person or over the phone) and they will update them immediately. If at any point you change your mind in the future, we can change them again as required.