

INTRODUCTION

We use the trading styles Number One Vets and Number 1 Vets , this Privacy Policy gives detailed information as to when and why we collect personal information from you, how we keep it secure and how we use it.

1. HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect information when you interact with us in person by email or telephone.

2. WHAT PERSONAL INFORMATION WE COLLECT

We maintain contact information for you that is necessary for us to communicate with you about the care of your animals. There are circumstances where you may limit the information you provide us with, but this may affect the service you receive or the information we provide to you.

3. WHY WE COLLECT YOUR PERSONAL INFORMATION AND HOW WE USE IT

We use the information we hold about you for a number of purposes including to provide information you have asked for, to provide a service (or goods) you have requested from us, to request additional information from you, to develop and improve our services.

4. HOW WE SHARE YOUR PERSONAL INFORMATION WITH THIRD PARTIES

Number One Vets will not share, sell or otherwise make available your personal information to third parties without your express prior permission.

We shall share your data with third parties who are performing services on our behalf (for instance specialist referral centres or insurance companies to whom we send claims on your behalf), in order to comply with our legal obligations (for example fraud protection) or in order to enforce our rights..

5. YOUR DATA PROTECTION RIGHTS

You have certain rights under data protection laws in relation to the personal information we hold and are using about you. To exercise your rights, please use the contact details provided under the 'Contact Us about your personal information' section below.

Your rights include asking for a copy of the information we hold about you, having any inaccurate information we hold about you corrected, or to request that we stop using your personal information in a particular way (for example, you may request that we stop emailing you). Your data protection rights are summarised under the tab immediately below.

6. SECURITY OF YOUR PERSONAL DATA

Number One Vets is committed to keeping your data secure. We use a variety of security technologies and procedures to help protect your personal information from unauthorised access and use.

7. OUR DATA PROTECTION REGISTRATIONS

Number One Vets has registered with Information Commissioner's Office. These are in the name of James Cadwallader BVSC MRCVS Trading as Number One Vets

8. CHANGES TO THIS POLICY

We keep this Privacy Policy under review and will make changes from time to time. We may let you know about such changes by email, text, or another suitable method of communication. The latest version of this policy will always appear on this web page.

9. CONTACT US ABOUT YOUR PERSONAL DATA

If you would like more information or would like to raise any queries, exercise your rights or make a complaint relation to our use of your personal information, you may contact our Data Protection Officer using the following details:

John Cadwallader, Data Protection Officer, Number One Vets, 1Brereton Road,Rugeley, Staffordshire, WS15 1DN