

GDPR Privacy Notice

Ardmory Veterinary Clinic General Data Protection Regulations Privacy Notice

Ardmory Veterinary Clinic of 2 Ardmory Lane, Glasgow G42 0BX will be what is known as the 'Controller' of the personal data you provide to us. Generally at the surgery we only collect basic personal data about you which does not include any sensitive or special type of information.

This does however include name, address, phone numbers and sometimes email addresses.

E-mails to and from ourselves are hosted by Yahoo and their privacy policy can be read at <https://policies.oath.com/us/en/oath/privacy/index.html>

Why we need your data?

Our lawful basis for processing your basic personal data is in order to provide you with veterinary services. This may include sending you items considered to be of legitimate interest such as booster reminders, information regarding your pet's treatment, health care, insurance claims and invoices. We will not collect any non-essential personal data from you in order to provide these services to you.

What we do with your data?

All the personal data we hold is processed by Ardmory Veterinary Clinic within the European Economic Area. No 3rd parties have access to your personal data unless you have given specific consent for this, or the law allows them to do so. Examples of such data sharing would be to pet cremation services, microchip companies, pet insurance companies and referral or second opinion veterinary surgeons. We have a Data Protection policy in place to oversee the effective and secure processing of your personal data.

How long do we keep your data?

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years and clinical records for a minimum of 7 years. Generally, however, such personal data held on the practice management system will not be accessed after this time, if you have not used our services, but is likely to be retained to ensure we do not inadvertently create a new record in the future.

What are your rights?

You may have access to your personal data held at any time by submitting a 'Subject Access Request'. Under certain circumstances, you have rights under the data protection laws in relation to your personal data. These include the right to:

Request access to your personal data

Request correction of your personal data

Request erasure of your personal data

Object to processing of your personal data

Request restriction of processing of your personal data

Request transfer of your personal data

Right to withdraw consent

Further information about your rights can be obtained by visiting the ICO website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated either in writing or by telephoning 0141 563 4788.

Website visitors

This website/the website owners take a proactive strategy on user privacy and provide appropriate measures to safeguard the privacy of users for the duration of their visit. The website is hosted within the European Economic Area and complies with the new GDPR laws and requirements for user privacy. If you are not satisfied with our response or believe we are processing your personal data in a way not in accordance with the law you can contact the Information Commissioner's Office at <https://ico.org.uk>

About Cookies

Cookies are small files saved to the hard drive of the user's device, which track, save and store information regarding the user's interactions and usage of the website. This enables the website, through its server, to produce a more tailored experience for site users.

"Assumed consent" is used – if the user is unhappy about the use of cookies they can simply leave the website. Users can also take necessary steps by adjusting the security settings of their web browsers to prevent the use of cookies from the website and its external serving vendors.

Tracking software is used to monitor website visitors to improve our understanding of how they make use of the website. This software is Google Analytics, which makes use of cookies to track visitor actions. Google Analytics will save a cookie to your device hard drive in order to track and monitor your engagement and usage of the website. It will not gather or store personal information.

Turning Cookies Off

Most modern browsers allow you to control your cookie settings. You can disable them completely by editing your browser settings, however in doing this you may be limiting the functionality that is displayed on our website and also a large population of websites on the Internet that use cookies to serve their content. To learn how to disable cookies please click here: <https://support.google.com/accounts/answer>

Google Maps

We use Google Maps to give users the opportunity of visiting our business location. Google Maps only uses cookies to enable you to use the functionality of their map software. No personal information is stored on our website through the use of Google Maps. Read Google's privacy policy for further information.

Social media

Interactions made through external social media services that the practice participates with are subject to the terms and conditions as well as the privacy policies held with each social media service. Users are encouraged to use social media platforms sensibly and with due care and attention in respect of their own privacy and personal details. We will never ask for sensitive information through social media services and encourage users wishing to discuss sensitive details to get in contact through primary communication channels like phoning us or e-mail.

External Links

Even though this website seeks to provide quality, safe and relevant external links, users ought to apply a policy of caution before following any external web links from this website. Such links are followed at the user's own risk. The website owners can neither guarantee nor verify the contents of any externally linked website despite their very best efforts. The website owners cannot be held liable for any damages or implications as a result of visiting any external links mentioned.

We encourage you to be cautious and to read the privacy statements of each and every website that collects your information.