General Data Protection Regulation Privacy Notice

The Sidings Veterinary Surgery needs to comply with various obligations in respect of the personal data that we hold concerning individuals. One of the core principles of the GDPR is that personal data should be processed lawfully, fairly and in a transparent manner in relation to the data subject, and this Privacy Notice explains:

- what personal data the Sidings Veterinary Surgery holds and the purpose for which we hold it;
- how we ensure that data is adequate and relevant, but not excessive;
- how we keep the data accurate and up-to-date;
- how we ensure that we keep the data for no longer than is necessary;
- what rights individuals have;
- the technical and organisational security measures that we have in place.
- our policies in respect of the transfer of data to third parties; and
- the responsibilities of individuals in respect of information concerning data subjects.

What personal data The Sidings Veterinary Surgery holds, and the purpose for which we hold it

The information that The Sidings Veterinary Surgery holds on our clients is their name, address, telephone number(s) and email address, and where appropriate bank details but only held for 3 months at any one time.

How The Sidings Veterinary Surgery ensures that data is adequate and relevant, but not excessive

The personal data we hold is collected only for the specified and explicit purposes of communicating with you as our client and to identify the animal or animals for which you are responsible and to record our care.

How The Sidings Veterinary Surgery keeps the data accurate and up-to-date

We are obliged to take every reasonable step to ensure that the personal data we hold is accurate and kept up to date; and where such data is or has become inaccurate, it is erased or rectified without delay. To ensure the data is up to date, you may be asked to confirm the personal data we hold about you from time to time. Also, we ask that if your personal data changes, you inform us of this so that we may maintain up to date records.

How The Sidings Vets ensures that it keeps the data for no longer than is necessary

We are obliged to keep your personal data only for as long as you are our client and for the lifetime of your animal save for any longer period as required by accounting, taxation and companies' legislation. Thereafter, we will securely archive, delete or destroy such data.

What right do individuals have?

As data subjects, clients have certain rights. These rights are as follows:

- the right of access -

Individuals are entitled to be informed what personal data we hold concerning them and to be told the purpose for which the data is held, any recipients to whom the data may have been sent and the period for which the data will be retained.

- the right to rectification -

Individuals have the right to have inaccurate information rectified without undue delay.

- the right to erasure -

Individuals have the right to request that we delete your personal data in certain circumstances.

- the right to restrict processing -

Individuals have the right to restrict the way that we use data.

- the right not to be subject to automated decision making

The right to obtain a copy of your personal data from us in a commonly-used format, and have it transferred to another data controller.

Technical and organsational security measures that we take

Any client data held in hard copy is kept securely in our office.

In respect of data held in electronic form, The Sidings Veterinary Surgery has its own on-site server with necessary security in place, and data is restricted to employees who need to work on that data. Back-up of data is taken daily, and security measures are in place to protect the data, with the server monitored on a daily basis by external IT consultants who are GDPR compliant. The majority of client data is stored on our practice management database which is accessed via a secure server with user access controlled by The Sidings Veterinary Surgery's management. The practice has a contract in place with the provider of our database and they are a data processor for The Sidings Veterinary Surgery and are GDPR compliant.

Transfer data third parties

The Sidings Veterinary Surgery can give an assurance that no data will be transferred to a third party for the purpose of profiling or all other forms of automatic decision-making. Data will however continue to be made available to third parties such as referral centres and The George Veterinary Hospital (which provides our out of hours care) but only if consent is given by the client. In certain circumstances data may also be disclosed to various revenue and other governmental authorities where the company is under a legal obligation to do so.

Legal Basis to Hold Data

We hold client data on the legal basis of having a contract between the client and The Sidings Veterinary Surgery in providing our veterinary service. As a client, you are agreeing to The Sidings Veterinary Surgery holding your personal data on this legal basis.