

THE ANIMAL HOUSE LTD

Privacy Notice

April 2018

The Animal House Ltd understands that your privacy is important to you and that you care about how your personal data is used and who it is shared with. We will only collect and use personal data in ways that are described here and in a manner that is consistent with Our mutual obligations and rights under the law.

1. Definitions and Interpretation - the following terms will have the following meanings.

“Account”	means an account required to access and/or use certain areas and features of our site.
“Cookie”	means a small text file placed on your computer or device by our site when you visit certain parts of our site and/or when you use certain features of our site. Details of the cookies used are set out in section 13, below
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003.
“personal data”	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case means personal data that you give to us via our site or in person via phone or in person at either of our surgeries. This definition shall, where applicable, incorporate the definitions provided in the Data Protection Act 1998 and subsequently the EU Regulation 2016/679-the General Data Protection Regulation (GDPR)
“We/Us/Our”	means The Animal House Ltd, registered in England under company number 6491267, registered address is 1 Billing Road, Northampton, Northamptonshire. NN1 5AL.and whose main trading address is The Animal House Ltd, 3 Eastlands Court, St. Peters Road, Rugby, Warwickshire CV21 3QP.

2. Information about us

Our Site is owned and operated by The Animal House Ltd as defined under, “We/Us/Our” in Definitions and Interpretation.

3. What does This Policy Cover?

This Privacy Policy applies to the use of Our Site. Our Site may contain links to other web-sites. Please note that we do not have control over how your data is collected, stored or used by other web-sites and We advise you to check the privacy policies of any such websites before providing any data to them. This Privacy Policy also applies to the use of data provided to Us via telephone or in person for use in Our veterinary practice.

4. Your Rights

As a data subject you have the following rights under GDPR, which this Policy and Our use of personal data have been designed to uphold:

- 4.1 The right to be informed about Our collection and use of personal data;
- 4.2 The right of access to the personal data We hold about you (see section 12);
- 4.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete (Please contact Us using the details in section 14):
- 4.4 The right to be forgotten-i.e. the right to ask Us to delete any personal data We hold about you. (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact us using the details in section 14); Where possible we will acceded to your wishes with the exception of keeping data if it relates to animal welfare or legal requirements.
- 4.5 The right to restrict (i.e. prevent) the processing of your personal data;
- 4.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- 4.7 The right to object to Us using your personal data for particular purposes (outside of the pursuit of animal welfare or legal requirements);
- 4.8 Rights with respect to automated decision making and profiling.

If you have any cause for complaint about Our use of your personal data, please contact us using the details provided in section 14 and We will do Our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information commissioner's Office or your local Citizens Advice Bureau.

5. What Data Do We Collect?

Depending on your use of Our Site, We may collect some or all of the following personal and non-personal data (please also see section 13 on Our Use of Cookies and similar technologies and Our Cookie Policy. We require fields 1 to 5 of the information requested as detailed below to register you as a client of The Animal House Ltd.

1. Title
2. Full name
3. Full address including post code
4. E.mail address
5. Telephone numbers
6. IP address
7. Web browser type and version

5.1 A list of URLs starting with a referring site, your activity on Our Site, and the site you exit to.

5.2 How Do We Use Your Data?

5.3 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was firsts collected. We will comply with Our obligations and safeguard your rights under GDPR at all times. For more details on security see section 7.

5.4 Our use of your personal details will always have a lawful basis, either because it is necessary for Our performance of a contract with you, because you have consented to Our use of your personal data (e.g. by registering as a client on Our Site) or because it is in Our legitimate interests. Specifically, We may use your data for the following processes:

1. Providing and managing your registration and account;
2. Providing and managing access to Our Site;
3. Supplying Our products and services to you (please note that we require your personal details in order to enter into a contract with you);
4. Personalising and tailoring Our products and services to you.
5. Replying to e.mails from you;
6. Supplying you with e.mails that you have consented to by registering with us, (i.e. booster reminders) All such e.mails are in the interests of animal welfare and the usual conduct of Our business.

6.1 Third parties (including but not exclusively “PetPlan” whose content appears on Our Site may use third party cookies, as detailed below in section 13. Please refer to section 13 for more information on controlling Cookies. Please note that We do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.

6.2 You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.

6.3 We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will therefore be retained for a reasonable amount of time before being deleted unless we are required to keep it by law.

7. How and Where Do We Store Your Data?

7.1 We only keep your personal data for as long as We need to in order to use it as described above in section 6, and/or for as long as We have your permission to keep it.

7.2 Your data will only be stored within the UK.

7.3 Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure data through Our Site.

7.4 Steps We have taken to secure and protect your data include:- encrypting sensitive data while the data is at rest, including any backups.

8. Do We Share Your Data?

8.1 In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal obligations, a court order, or a government authority.

8.2 Where needed We will share the necessary elements of data we hold with:- Pet insurance companies to submit your insurance claim(s) or to issue IVC insurance, with VetStoria (only if you use our on-line appointment booking for the purposes of making an appointment via this channel), with charities i.e. Dogs Trust etc for the purposes of re-claiming the cost of neutering vouchers or other instances where the said charity is contributing to your invoices., with Premier Pet Care where you have joined Our Animal Plan., with PCS Cremations if We have used their services on your behalf, with The VDS for legal advice with client complaints if they should arise, with the RCVS if you were to make a complaint through this channel, with any pet health care referral in the interests of your pet., with external laboratories for sending your pet's lab tests to if required. We also reserve the right to refer to the RSPCA or the Dog Warden if an event arises that causes us to believe that this action is in the pursuit of animal welfare or public interest. We will also send your animal(s) full clinical history to any other veterinary practice who requests it if you were to change your registration as a client to this veterinary practice.

8.3 Outside of the above We will not share any of your details with any third parties for any purposes.

9. What Happens If Our Business Changes Hands?

9.1 We may, from time to time, expand or reduce Our business and this may involve the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by Us.

9.2 In the event that any of your data is to be transferred in such a manner, you may, or may not, be contacted in advance and informed of the changes. If contacted you will however, be given the choice to have your data deleted or withheld from the new owner or controller.

10. How Can I Control Your Data?

10.1 In addition to your rights under the GDPR, set out in section 4, when you submit personal data via Our Site or in person, you may be given options to restrict use of your data. In particular We aim to give you strong controls on Our use of your data for direct marketing. We do not use direct marketing. We do not share your details for the purposes of direct marketing. We will use your contact details to inform you of booster and other agreed reminders in the interests of animal welfare. Please inform us if you prefer not to receive these and we will remove reminders from our system. We will use all contact details to inform you if We have your pet with Us if it has been presented to Us as unidentified, stray, lost or injured in the interests of animal welfare.

11. Your Right to Withhold Information

11.1 You may access Our Site without providing any data at all, however, to use contact features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

12. How Can You Access Your Data

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. You need to show proof of identity by providing full name, address, phone numbers, e.mail address and the names of all animals you have registered with Us correct at the time of your registration with The Animal House Ltd, for Us to be able verify your details and to release your data to you. Please contact us using the details below in section 14.

13 Our Use of Cookies

13.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by

Us. We use Cookies to facilitate and improve your experience of Our Site and provide and improve Our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

13.2 By using Our Site you may also receive third party Cookies on your computer or device. Third party Cookies are those placed by websites, services and/or third parties other than Us. Third party Cookies are used on Our Site for analytics purposes. For more details, please refer to section 6, above, and to section 13.6, below. These Cookies are not integral to the functioning of Our Site and your use and experience of Our Site will not be impaired by refusing to consent to them.

13.3 All Cookies used by Us on Our Site are used in accordance with current Cookie Law.

13.4 You will be shown a popup requesting your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies, however certain features of Our Site may not function fully or as intended.

13.5 The following first and third party Cookies may be placed on your computer or device:

NAME OF COOKIE ASPXAUTH.

Purpose Core Functionality. For .NET websites to function correctly when authentication is required

Strictly Necessary - no **First/Third Party** - First

NAME OF COOKIE ASP.NET_SessionId

Purpose Core Functionality, For .NET to allow sessions to be controlled across stateless protocols such as HTTP.

Strictly Necessary – yes **First/Third Party** – First

NAME OF COOKIE RememberCookieOption

Purpose Allows Us to know whether consent is given in a persistent format

Strictly Necessary – no **First/Third Party** - First

NAME OF COOKIE Core Functionality.

Purpose To remember if you want to default to large or small screen devices

Strictly Necessary – no **First/Third Party** – First

NAME OF COOKIE _gat,_ga,_gid

Purpose Google Analytics for measuring the engagement and interaction of a user while on the site. Defined in section 13.6

Strictly Necessary – no **First/Third Party** – Third

13.6 Our Site uses analytics services provided by Google, Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the products and services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.

13.7 The analytics services(s) used by Our Site uses(s) Cookies to gather the required information.

13.8 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third part Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please contact the help menu in your internet browser or the documentation that came with your device.

13.9 You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

14. Contacting Us.

If you have any questions about Our Site or this Privacy Policy, please contact Us theresa@vetanimalhouse.net Please ensure that your query is clear, particularly if it is a request for any information about the data We hold about you (as under section 12 above)

15 Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We will hold and display copies of our Privacy Policy at our Surgery(ies) which will be available to all clients on request. We recommend that you check this Privacy Policy regularly to keep up-to-date.

