**Hambleton Equine Clinic GDPR Policy.**

Hambleton Equine Clinic are committed to delivering high quality customer service and the high standard for data privacy, security and transparency introduced by the new European data protection law known as the **General Data Protection Regulation** (GDPR).

**The data we hold;**

Hambleton Equine Clinic only ask for information about you that we need.

The information we collect from you is,

- Name,
- Address,
- Phone number – home and mobile,
- Email address,
- Your insurance details,
- Yard address,
- Horse details,
- Referring vet,

**How we would use this data**

We need these details to set you up on our system as a client. We use your home address so we can post invoices, your phone numbers so we can get hold of you and an email to send invoices if you prefer.

From time to time we send out newsletters and would use the postal address or email we have on the Hambleton Equine Clinic database.

To receive marketing information from Hambleton Equine Clinic you need to opt-in by telling a member of staff via email, over the phone or on-line. You can opt out of this at any point by emailing or calling reception.

We will not disclose your personal data to any company outside Hambleton Equine Clinic except to help prevent fraud, or if required to do so by law.

**Using your personal data**

Hambleton Equine Clinic will not share your information for marketing purposes.

Personal information you have supplied us with may be used in a number of ways.

We may share your information with the following;

- Your Insurance Company, if you make a claim.
- Other Veterinary practices, if you ask us for history transfer or ask for a referral.
- Debt collection companies, if you default on payments.
- Care free credit, if you request this service.
- External consultants, if your horse needs to see a consultant.
- Printing companies, when we print labels for sending newsletters.
- Governing bodies, if your horse is treated at an affiliated event for example.
- Racecourses, if you have a horse treated whilst racing.
- Horse Passport issuing authorities.
- External Laboratories.

**Our Legal Basis for Processing Your Personal Data**

We need to process your personal data so we can provide you with Veterinary Services. We will also send vaccination reminders via text message to help you keep your horse's vaccinations up to date. With your permission we send out newsletters and information directly relating to Hambleton Equine Clinic.

**Automatically Collected Data**

When visiting the Hambleton Equine Clinic website certain information is collected about what is looked or searched for during the visit. This includes the following;

- The Internet protocol (IP) address used to connect to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and geographical location.
- The full Uniform Resource Locators (URL), clickstream to, through and from the Hambleton Equine Clinic website (including date and time), things viewed or searched for, page response times, download errors, length of visits to each page, page interaction information (for example scrolling, clicks, and mouse-overs), methods used to move away from the page, and device type used to view the page.

We would use this information to improve our website to make it easier to use and make sure it provides you with all the information you are looking for as well as helping to make it more visible when searching.

**Cookies**

Our website uses cookies to distinguish an individual from other users of our website. This helps us to provide each individual with a good experience when browsing our website and also allows us to improve our website**.**

**Your Rights,**

The new GDPR regulations mean that your rights have changed. We have listed below these rights and how they affect you. The various rights are not absolute and each is subject to certain exceptions or qualifications.

The Right To Be Informed

- You have the right to know how we collect and use your data.
- We only ask for data which we need to conduct our business.
- You have the right to know who we might share your details with.

The Right Of Access

- You have a right to see the data we store about you.
- If you would like to see the details we hold for you please call or email us. We will make sure that this is sent to you within one month of the request.

The Right To Rectification

- Should you notice that any of the data we hold for you is incorrect we will rectify the details as soon as practicable and notify any organisations to which we might have sent details.

The Right To Erasure

- This is also known as the right to be forgotten.

- You can ask to be removed from the system, however Veterinary regulations state that we must keep records for 6 years. After this time the records can be destroyed.

The Right To Restrict Processing,

- If you ask us to we will then not use your information to contact you, but we will still need to store the information as required by our regulations,

The Right To Data Portability,

- If you would like us to we will send over the data we hold for you in a format which allows you to use it or send it to other companies.

The Right To Object

- You can object to the use of your data for marketing, but we do need to store your records for 6 years.

Rights In Relation To Automated Decision Making And Profiling.

- Hambleton Equine Clinic doesn't do any automated decision making. However, if you apply for Care Free Credit through Hambleton Equine Clinic we would pass your details on and allow you to move through the automated application process.

**Where we store your Data**

Personal Data is stored securely on the Hambleton Equine Clinic server. Documents are stored securely within the clinic.

**Consequences of Failing to Provide personal Data**

If you do not provide us with your personal data we may not be able to provide you with the veterinary services you require. Please talk to our Data protection Officer about this if you have concerns.

**Changes to our Data Protection Policy**

Hambleton Equine Clinic's Data Protection Policy is amended and updated from time to time. The most up to date policy can be found on Hambleton Equine Clinic's website.

**Contact us about Data Protection**

Any questions or queries you have about Hambleton Equine Clinic's Data Protection Policy should be addressed to the Data Protection Officer via email using info@hambleton-equine.co.uk . This is also the best way to update your contact details or make any changes to your account.