

# PRIVACY POLICY

Summerleaze Vets Ltd is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By engaging with our Practices to provide veterinary services or visiting [www.summerleaze-vets.co.uk](http://www.summerleaze-vets.co.uk), you are accepting and consenting to the practices described in this policy.

For the purpose of the EU General Data Protection Regulation 2016/679, the data controller is the Practice Manager.

## **Information categories we may use**

We may collect and process the following data about you:

- your name
- your address
- your e-mail address
- your phone number
- your financial information, including bank details and insurance information
- your personal description
- your photograph

[ **Information you give us.** You may give us information about you by filling in forms on our website [www.summerleaze-vets.co.uk](http://www.summerleaze-vets.co.uk) or by corresponding with us by phone, e-mail, face to face in the practice, or elsewhere. This includes information you provide when you engage us to provide the services described in our Terms and Conditions, register to use our website, subscribe to our service, participate in discussion boards or other social media functions on our website, enter a competition, promotion or survey and when you report a problem with our website

[ **Information we collect about you.** With regard to each of your visits to our website we may automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our office

Under the GDPR you have the following rights over your information:

- [ To fair processing by us of your information – we have to be clear and transparent about what we do with your information.
- [ To **access, correct, update, or request that we stop processing or delete** your information. To exercise these rights please contact us via your practice.
- [ To **opt out of marketing** communication – please see the GDPR page on how to do this and the categories of communication we use.
- [ To **withdraw your consent** for processing where we rely on your consent to process your information.
- [ To complain about our collection and processing of your information – you can do this via the ICO at the following link [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

If you contact us to exercise any of these rights we may ask for information about you to positively identify you and verify your request is valid.

You can contact us at [summerleaze@summerleaze-vets.co.uk](mailto:summerleaze@summerleaze-vets.co.uk)