

## CUSTOMER CONSENT & PRIVACY NOTICE for new clients

We respect your privacy and are committed to protecting your personal data.

### How we use your personal data

We collect and use your personal data for a number of reasons, such as for our legitimate interests (or those of a third party) where your interests and fundamental rights do not override those interests.

The welfare of your pets is our priority. That's why we will use your personal details to let you know when your pet is due vaccinations and to remind you about flea and worming. We may also send you appointment and health check reminders, Practice/pet care advice, and we may ask you to fill out reviews and surveys.

We will collect your personal data when we are about to enter or have entered into a contract for delivering veterinary services to you. This may include sending your contact details and the clinical history of your pet along to referral services for further treatment of your pet, but we will let you know if this is necessary.

We may collect and use your personal data where we need to comply with a legal or regulatory obligation.

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need for your pet(s), or what may be of interest to you. If you consent for us to do so, we will use this information to send you marketing messages about products, services, and offers that may be of interest to you. You have the right to withdraw consent at any time.

### Your legal rights

Under the General Data Protection Regulations (GDPR), you can request access to and rectification or erasure of your data. You may object to or request restriction of the processing of your data, and you have a right to data portability. If you wish to exercise any of these rights, please contact the Data Protection Compliance Officer at the below address.

### Communication Consent

We would like to communicate with you about the practice and its activities. To do so we need your consent. Please fill in your name and address and other contact information below and confirm your consent by ticking the boxes.

First Name		Surname	
Address			
Home No.		Mobile No.	
Email			

I am happy for you to contact me for the following:

- Information about the practice, such as new changes to opening hours and
- Introducing new members of the team
- Information about new services and products and promotional offers which may be of interest to me
- I am over 18

I would like to receive communications:

- By email                       by phone (including text message)                       by post
- I consent to the practice obtaining my pet's clinical history, which may include my own data, from previous practices.

You can remove your consent by contacting the Practice. You can find out more about how we use your data from our "Full Privacy Notice" which is available from our website.

Our full details are: VetPartners Practices Limited t/a Anderson Abercromby Veterinary Referrals (registered in England and Wales under company number 10084952), Leeman House, Station Business Park, Holgate Park Drive, York YO26 4GB

### Data Protection Compliance Officer

Amanda Egan, VetPartners Ltd, Spitfire House, Aviator Court, Amy Johnson Way, York YO30 4GT  
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