

Glebe Veterinary Surgery
Lezant
Launceston
Cornwall
PL15 9PP

16th April 2018

Dear Valued Client

I am writing to you to inform you about some changes that are taking place with regards to data protection.

The General Data Protection Regulations (GDPR) will come into force on the 25th of May 2018. This has an impact on how we handle your personal data.

The data we have on our system is the following:

- Name and address
- Telephone numbers- landline and mobile (those that have been given to us by the client.)
- email address.

The patient details (pets) do not come under the heading of personal data.

Your personal data is used for

- vaccination reminders
- appointments
- insurance forms (personal data will be on the front of the form)
- referrals- the client's personal data as well as the animal's clinical history, radiographs and lab reports etc will be sent to the referral practice. We will ask for your permission before any details are sent.
- microchipping- your personal details will be linked to the animal's microchip number and stored by the microchip company.
- contact purposes to report laboratory/investigation findings or updating clients on their pet's progress whilst hospitalised.

We will not use your data for direct marketing (i.e. we will not try to sell you products or promote special offers) and we will never pass your details on to a third party.

In the event of wishing to move to another practice we will contact you and ask your permission to send your personal data, as well as the animal's clinical history to the new practice.

Up until now, by registering with us, we have "assumed consent" to use your personal details to perform the aforementioned actions. The next time you come into the practice you will be asked for consent so that the obligation to the new regulations can be fulfilled.

If you have any queries or special requests regarding our use of your personal data then please don't hesitate to contact us.

Yours sincerely

Orla McGinn MVB MRCVS
Partner.