

Privacy Notice Inishfree Veterinary Hospital

1. Data Controller

For the purposes of Data Protection law, Anthony Sweeney t/a Inishfree Veterinary Hospital is the Data Controller of Personal Data covered by this notice.

2. Information that we collect

Name, Address, telephone number(s)

Name and telephone number of other family members/ friends (if provided).

Email address (if provided)

Debit card / credit card and/or any other payment information.

Any other information which you provided when you joined us as a client.

3. How we use your information

We use your information as follows

To maintain our relationship with you whilst you are a client.

To provide veterinary services, diagnostic procedures, treatments and products to your pets and animals.

For invoicing, processing payments, account set up and maintenance.

To communicate with you, this includes responding to information requests / enquires made by you.

For records keeping and internal reporting.

To investigate any complaint that you make.

4. Automated Decision Making / Profiling

We do not submit any of your personal data to these procedures.

5. Legal Basis for Processing your Data

For performance of a contract with you, or to take steps at your request prior to entering into a contract with you.

To comply with legal obligations, these include Revenue, Department of Agriculture Food and the Marine, Veterinary Council of Ireland.

For our legitimate interests, which include management of your account (including processing payments) and our relationship with you, and communicating with you. For our internal business purposes which include record keeping, investigating and responding to queries and complaints, debt collection.

6. How we share your information

When we use your information for the purposes described above, we may share your information with:

Laboratories (both external labs to whom we submit diagnostic samples and our “in house” lab which has constant internet connectivity with the service provider- Idexx Laboratories)

ECG recordings which are submitted to Idexx Telemedicine Cardiology Consultants for interpretation.

Other veterinary practices when we seek a second opinion on a case, intend to refer a case or at your request when you wish to consult with another veterinary practice.

When we wish to send you vaccination recall reminders, we use MSD Animal Health Ireland to process, print and post these reminder cards.

When we wish to send you Milbemax worming reminders, we use a company called Vetstxt (ALP Ltd) to process these text messages.

Pet Insurance Companies (where you have policies with these)

Trustvet (where you have a pet health plan with this company)

Third party providers in order for us to process payments that are due to us (in doing so we provide bank card details to such providers)

Our accountants, auditors and solicitors when we engage their professional services.

Emergency services in the event that we need to report accidents or incidents or request emergency assistance;

Any Government Department, where we believe that the law requires this.

Our computer software and IT security providers may have access to your personal data during routine software maintenance, repairs and upgrade of systems.

7. How long we keep your information

We retain your information for no longer than is necessary for the purposes for which it is collected. We have legal obligations to retain data for a certain duration under applicable laws.

8. Security of Personal Data

We use reasonable security to protect the information that we process. We employ the services of an IT company to provide and maintain computer security including antivirus, firewall and secure online data backup (cloud service with servers located in Europe).

9. Your Data Protection Rights

You have rights which allow you to address any concerns or queries regarding the of your Personal Data , including the right to access, rectification , erasure, restriction of your Personal Data, as well as the right to transfer your data and the right to object to some processing .

The various rights are not absolute and each is subject to certain exceptions or qualifications.

Your rights may be exercised freely and at no cost. These rights come into force on the 25th May 2018.

10. Enforcing your Data Protection Rights

You may contact Anthony Sweeney or Miriam Morrison at the Inisfree Veterinary Hospital, 6 Pearse Road , Sligo about all issues related to this Policy, your Personal Data and to exercise your rights under Data Protection laws.

Changes to our Privacy Policy

We may change the Policy from time to time, in whole or in part, at our sole discretion or to fulfil a legal obligation.