**Equine Veterinary Performance Ltd Privacy Policy**

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website or register with our practice.

**What data do we collect?**

Equine Veterinary Performance Ltd collects the following data:

* Personal identification information (Name, contact telephone numbers, addresses etc)
* Patient information including treatments carried out by our staff and previous veterinary clinics (with your permission to receive this information).

**How do we collect your data?**

You directly provide Equine Veterinary Performance Ltd with most of the data we collect. We collect date and process data when you:

* Register online or place an order for any of our products or services.
* Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
* Use or view our website via your browsers cookies.
* Register with our practice by any means of communication.
* Any emails or written correspondence directly addressed to the business.

Equine Veterinary Performance Ltd may also receive your data indirectly from the following sources:

* Insurance companies processing active claims
* Referring professionals
* Partners of the business

**How we will use your data?**

Equine Veterinary Performance Ltd collects your data so that we can:

* Process your order and manage your account (this includes communication regarding invoices and account statements)
* Email you with special offers and updates on new procedures / medications we feel may be suitable / beneficial.

**How do we store your data?**

* Unless you subscribe to our newsletter will hold none of your personal information, if you do we will hold your email address only to send you news and promotions none of which will be from 3rd parties.

**Marketing**

Equine Veterinary Performance Ltd would like to send you information about products and services we offer that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right to stop Equine Veterinary Performance Ltd from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email [equinevetclinic@outlook.com](mailto:equinevetclinic@outlook.com)

**What are your data protection rights?**

Equine Veterinary Performance Ltd would like to make sure you are fully aware of all your data protections rights. Every user is entitled to the following:

* The right to access – You have the right to request Equine Veterinary Performance Ltd for copies of your personal data. We may charge you a small fee for this service.
* The right to rectification – You have the right to request that Equine Veterinary Performance Ltd correct any information you believe is inaccurate. You also have the right to request Equine Veterinary Performance Ltd to complete any information you believe is incomplete.
* The right to erasure – You have the right to request that Equine Veterinary Performance Ltd erase your personal data, under certain conditions.
* The right to restrict processing – You have the right to request that Equine Veterinary Performance Ltd restrict the processing of your personal data, under certain conditions.
* The right to object to processing – You have the right to object to Equine Veterinary Performance Ltd processing of your personal data, under certain conditions.
* The right to data portability – You have the right to request that Equine Veterinary Performance Ltd transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us –

By email [equinevetclinic@outlook.com](mailto:equinevetclinic@outlook.com)

By phone 01403 283 061

By post Bowyers Court Farm Cottage, Petworth Road, Wisborough Green, RH14 0EP

**What are cookies?**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website we may collect information from you automatically through cookies or similar technology.

For further information, please visit allaboutcookies.org

**How do we use cookies?**

Cookies are small pieces of data sent from a website and stored on a visitor's browser. They are typically used to keep track of settings you've selected and actions taken on a site.

There are two types of cookies:

Session (transient) cookies: These cookies are erased when you close your browser, and do not collect information from your computer. They typically store information in the form of a session identification that does not personally identify the user.

Persistent (permanent or stored) cookies: These cookies are stored on your hard drive until they expire (at a set expiration date) or until you delete them. These cookies are used to collect identifying information about the user, such as web surfing behaviour or user preferences for a specific site

Cookies are small pieces of data sent from a website and stored on a visitor's browser. We use them to keep track of settings you've selected and actions taken on a site. We do not hold personal data

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**What types of cookies do we use?**

Typical only for functionality nothing used for advertising.

**How to manage cookies?**

Cookies can be controlled in your browser settings, please refer to your software provider for more information.

**Privacy policies of other website:**

Equine Veterinary Performance Ltd may contain links to other websites. Our privacy policy applies only to our website., so if you click on a link to another website, you should also read their privacy policy.

Changes to our privacy policy:

Equine Veterinary Performance Ltd keeps its privacy policy under regular review and places any updates on this webpage. This privacy was last updated on 20/07/2020

How to contact us

If you have any questions about Equine Veterinary Performance Ltd privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

By email [equinevetclinic@outlook.com](mailto:equinevetclinic@outlook.com)

By phone 01403283 061

By post Bowyers Court Farm Cottage, Petworth Road, Wisborough Green, RH14 0EP

**How to contact the appropriate authority**

Should you wish you report a complaint or if you feel that our company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner’s Office (https://ico.org.uk/global/contact-us/).