

# Baildon Veterinary Centre

## Data protection policy

At Baildon Veterinary Centre we are committed in making sure any personal data we hold is secure. All our employees and data processors, who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of personal data.

### Compliance Data Protection Act

The Data Protection Act regulates the processing of 'personal data'. Companies like Baildon Veterinary Centre do process personal data and the Act requires us to give our clients, or anyone who has contact with the company involving the transfer of personal data, information about our data processing activities.

### What are 'Personal Data' and 'Data Processing'?

Personal data is any information relating to a living individual from which they can be identified (eg. Name, D.O.B or address). Any form of recording, transferring, amending or deleting of personal data is classed as data processing.

### Types of processing

At Baildon Veterinary Centre our data processing activities are very routine and typical of what you would expect with a company like ours. We need to record the contact details of our clients by means of computer databases and paper files. We record personal details provided by employees and job applicants. We also occasionally need to make backup copies of our records. These records will be erased or destroyed from time to time.

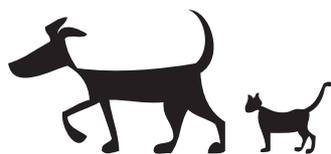
We have an online appointment and order system which enables clients to book future appointments and order food and repeat prescriptions, however this is an individual choice and it is made clear to clients that they are able to telephone or visit the practice if they would prefer. We do not record telephone conversations and we do not release your details to third parties for marketing purposes.

### Retention of data

We will keep personal data only for as long as is necessary. We will take reasonable steps to ensure that personal data is kept up to date and accurate. Any sensitive data recorded in paper form will be destroyed using a paper shredder before being disposed of.

### Third Parties

Your information will not be shared with any third party unless it is necessary to do so or to provide you with a service you have requested or have become entitled to as a client. We may occasionally share data with external associates who assist us in the provision of our services: for example if we need to send off a sample to a specialist laboratory for testing or need to seek specialist advice to ensure we give the best treatment. We ensure that your personal data will not be disclosed to State institutions and authorities except if required by law or other regulation.



# Baildon Veterinary Centre

## **Data Collection and Purpose Specification**

There are forms on some of our websites which allow users to order food or medication this will result in clients passing personal data to us. In every case, the purpose of the form is indicated clearly and alternative methods suggested.

We do not collect or use personal data for any purpose other than that stated clearly at the point of collection.

## **CCTV**

We also process personal information using a CCTV system to monitor and collect visual images for the purpose of security and prevention and detection of crime. Our CCTV is used for maintaining the security of the property and the premises, it may include images of people entering, inside or in the immediate vicinity of the building. CCTV may also be used for monitoring staff when carrying out their duties at work. Sometimes it is necessary to share this personal information we process with the individual and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data protection act (DPA).

## **Disclosure and Visitor Choice**

Visitors must fill in online forms to disclose any information. The purpose of these forms and their security level is clearly stated, and alternative methods of communication are available.

## **Confidentiality / Security**

Each time a contact form which permits the transmission of personal data is used on our website, the information is delivered to us in a standard unencrypted email message. This is indicated on the form and users are advised not to send us confidential information using this method.

## **Access to the personal data we may hold about you**

As an individual you, at any time you have the right to ask us whether we are keeping personal data about you. Upon request we will provide you with a readable copy of the personal data which we keep about you, although we will require proof of your identity.

We allow you to challenge the data that we hold about you and, where appropriate, you may have the data erased or amended.

## **Privacy Compliance**

Our privacy policy is compliant with the following instrument: Data Protection Act 1998 (United Kingdom).