

Privacy Statement

North West Equine Vets Ltd are committed to protecting and respecting your privacy. This policy together with the details set out in our Terms of Business and any other documents referred to here and on the website sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

North West Equine Vets Ltd is registered as Data Controller with the Information Commissioners Office (ICO) under the following details;

Registration reference: ZA159897 **Data Controller:** North West Equine Vets Ltd
Address: Rathmell, North Yorkshire, BD24 0LA

What information do we collect about you?

We collect personal information that you supply to enable us to carry out and supply you with a service. When collecting and processing your personal information we do so to deliver you a service and/or fulfil a contractual obligation. You may give us information about you by corresponding with us by phone, email or in person. All card payment details given over the phone are destroyed immediately after payment is confirmed.

Types of information we may collect as part of delivering you a service are;

- Name
- Address
- Contact details (mobile/phone/email)

How we share your information with our contractors and suppliers

There are some cases when we will need to share your information where it is necessary for legitimate business purposes. This may include sharing information with other partnering organisations so that we can provide the best service to you and care for your horse.

Your Rights

Please contact us if you have a concern about anything relating to how we process your personal data. We will do everything we can to help you. You have the right to;

- Ask for a copy of your personal information
- Know who your personal information will be shared with and under what circumstances
- Challenge incorrect personal information and request for it to be amended
- Have inaccurate information rectified or erased
- Complain to the Information Commissioner