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# Privacy and Cookie Policy

## Privacy notice

This website www.ashgrovevets.co.uk (“Website”) is owned and operated by Ashgrove Veterinary Centre Limited, a company incorporated in Scotland with company number SC314597 whose registered office address is at 10 Belmont Road, Aberdeen, AB25 3SR. When you register through the website, use the website, contact us by email, telephone or in writing we may collect and process personal information (“Personal Information”) about you. We understand the importance of looking after the Personal Information that you provide and this notice (“Privacy Notice”) sets out what Personal Information we collect, why we need to collect it, how we will use your personal information and how long we will store it for.

### How we will use your personal information

We will process your Personal Information insofar as it is necessary for the performance of our contract with you. This will involve using your Personal Information to provide you services and to send you information which is related to the services we provide to you and our obligations to you.

#### What personal information do we collect and why?

We may collect your Name, Address, Email address, Mobile number and Telephone number so that we can identify you, carry out our obligations to you and deal with any correspondence with you. Please remember to let Ashgrove Veterinary Centre Ltd know if any of your personal information changes as soon as possible so that we have up to date records.

#### Technical information we collect and why?

Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform:

* To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
* To improve our site to ensure that content is presented in the most effective manner for you and for your computer;
* to allow you to participate in interactive features of our service, when you choose to do so;
* as part of our efforts to keep our site safe and secure;
* password information is encrypted and not stored by Ashgrove Veterinary Centre Ltd.

Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us:

* to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
* to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
* to allow you to participate in interactive features of our service, when you choose to do so;
* as part of our efforts to keep our site safe and secure;
* to measure or understand the effectiveness of our Website;

### Data retention

We will keep your Personal Information for as long as you are a client of Ashgrove Veterinary Centre Ltd and thereafter for as long as any legal claim may be made against Ashgrove Veterinary Centre Ltd, or our colleagues and for as long as is required to comply with our legal and regulatory requirements including to the HMRC and RCVS.

### Sharing your information

We are required to share your Personal Information in certain circumstances to ensure that we are able to provide you with services or carry out any obligations to you. In each case we will only share the data necessary for the purpose and it will only be in relation to the specified purpose. Each third party is required to have in place comparable data security measures and to be fully compliant with the terms of the General Data Protection Regulations.

#### Email providers, printers and mailing houses

So that we can send you reminders, administrative information relating to the way we provide services to you, information about animal health issues relevant to you and marketing communications if you have consented to receiving them.

Information we share:

* Your name
* Your address
* Your email address

#### Law Enforcement Agencies

If we receive a request in writing from a law enforcement agency, we may be required to provide your personal information.

Information we share:

* Your name
* Your address
* Your email address
* Mobile number
* Telephone number

Save as set out above, we will not sell, lease or transfer your personal information to any other person or company without your prior consent.

### Keeping your data secure

We recognise the importance of keeping your personal data safe and we have in place security measures and policies to prevent personal data from being lost, used or accessed without our permission. The whole Website is secure and you will see “https” in the address bar for each page. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

### Your rights

The General Data Protection Regulation grants all data subjects the following rights without charge. These include the right to:

* fair processing of information and transparency over how we use your use personal information;
* access your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
* require us to correct any mistakes in your information which we hold;
* require the erasure of personal information concerning you in certain situations;
* receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
* object at any time to processing of personal information concerning you for direct marketing;
* object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
* object in certain other situations to our continued processing of your personal information;
* otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner’s Office (ICO) on individuals’ rights under the General Data Protection Regulation.

If you would like to exercise any of your rights, please contact office@ashgrovevets.co.uk, or Ashgrove Veterinary Centre Ltd, 10 Belmont Road, Aberdeen, AB25 3SR. In order for us to deal with your request efficiently, please provide:

* sufficient information to allow us to identify you;
* evidence of your identity and your address (for example, a copy of your driving licence or passport);
* as much information about your request including, if applicable, dates, specific documents or animal names.

We will keep our privacy policy under regular review and we publish any updates in practice or on this website. This privacy policy was last updated on 30 May 2018.

For the purpose of the General Data Protection Regulation, the data controller is Ashgrove Veterinary Centre Limited, a company incorporated in Scotland with company number SC314597 whose registered office address and main trading address is at 10 Belmont Road, Aberdeen, AB25 3SR.

## Cookie policy

**COOKIES**

Our website uses cookies to distinguish you from other users of our website. This enables us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site without changing your settings, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer’s hard drive. By law, we are permitted to store cookies on your machine providing that they are essential to the operation of the site (“Strictly necessary cookies” as set out below), but for all other we need your permission to do so.

We use the following cookies:

* **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
* **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
* **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
* **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.