



Privacy Policy

This privacy policy sets out how Damory Veterinary Clinic uses and protects any information that you provide.

Damory Veterinary Clinic is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We may collect the following information:

- Name and address.
- Contact information including email address and mobile number.
- Animal details including, name, breed, age, identification number if relevant and any previous vet medical history.
- Animal insurance details.

Some examples of when we collect this information include:

- When registering with the practice.
- Making an appointment.
- Submitting a animal insurance claim.
- Requesting repeat prescriptions.
- Sending an enquiry to us.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Treat your animals and maintain medical records.
- Send service reminders such as boosters, appointments or flea and worming via text and email.
- We may periodically send emails about Damory news/services we think you may find interesting.
- Obtain animal medical history from previous vets.
- To process animal insurance claims.
- To obtain payment for services provided.

Who your information may be shared with

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity.
- Your animals insurance company.

- Animal microchip registration company.
- Other veterinary practices and referral centres.
- Government organisations such as DEFRA.
- Our IT support and website company, if needed for resolving IT issues.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at office@damoryvets.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you. If you would like a copy of the information held on you please write to office@damoryvets.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.