

CLIENT INFORMATION NOTICE

From 25 May 2018 the law is changing and all companies must review how they manage all personal data under The General Data Protection Act.

This is intended to give you (our client) more control over how your personal data is used and give you confidence that the information we hold is accurate, up to date and properly managed.

North West Equine Vets Ltd hold data and information about you and your horses/ponies/donkeys in order to provide the veterinary services requested by you, our client. This means that we hold your name, address, telephone numbers, livery yard address (if applicable) and email address so that we may contact you in the following ways:

- To arrange times and locations of visits.
- To send you an invoice, as per our terms and conditions.
- To send vaccination and dental reminders.
- To send you information that we believe you may find useful for example newsletters and client evening information.

We do not share your information with any partnering organisations other than those specifically related to the veterinary care of your horse/pony/donkey. These might include:

- Veterinary Laboratories
- Microchip / Passport providers
- Insurance Companies
- Referral Hospitals

All companies that we share your data with must also comply with the GDPR regulations and will not be using your data for anything other than its intended use.

To this end, we will be seeking your consent and contact preferences in order that we may keep you informed and to process your data as we have in the past. We will do this when you contact the office, you can also email us directly at office@nwev.co.uk.

You will be asked whether you wish to **opt in** to the methods of contact you are happy for us to use. Please note that the **opt in** option are for text and email communication only. We do not require your consent to continue to contact you by post.

At NWEV, we do not agree with excessive marketing and we would not use the contact details you have supplied us with to this end. We believe in providing relevant information and reminders for the welfare of your animals and will contact you only if there is a "legitimate interest" under the new law.