



## **GDPR Compliance**

### **What personal data is needed?**

Thornton Wright Veterinary Services Limited (Thornton Wright Equine) is hereafter referred to as 'the controller'. The controller is responsible for making decisions regarding personal data collection and the associated processing activities. Thornton Wright Equine will collect and process your personal basic data. This personal data will include your name, address, email address and telephone numbers.

If veterinary history is required from your previous veterinary practice this information is likely to contain basic personal data about you.

### **Why is your personal data required?**

Thornton Wright Equine requires your personal data and information concerning your animals to ensure that we can provide an optimal standard of veterinary care and professional advice. This data is used to deliver our range of veterinary services, which include routine and preventative care, poor performance investigation, diagnostic imaging, reproductive services, pre-purchase examinations, emergency care, medical investigations, dentistry, surgery, and equine exports. Without your personal data we are not able to offer our veterinary services.

### **What happens to your personal data?**

Thornton Wright Equine's staff are responsible for processing your personal data. Your personal data will be stored on our practice management software (Vet IT). Occasionally, your data might be required to complete in-house administration tasks and could appear on veterinary prescriptions, sedation for paraprofessionals consent forms, diagnostic images, laboratory test requests, pre-purchase examinations, health declaration requests, disclaimers, and euthanasia consent forms.

### **Data Sharing of personal data**

Thornton Wright Equine does not share your data with any third party without permission unless the law overrides this commitment and permits access.

Thornton Wright Equine may be required to share your data with your animal's insurance company. It may become necessary to share your data with a veterinary referral centre or specialist should we need to refer your animal to them. Thornton Wright Equine may also share your personal data with veterinary paraprofessionals and/or technicians authorised to provide services to your animal.

Under our Terms of Business, Thornton Wright Equine may share your personal data with Debt Solve UK Ltd in the event of lawful recovery of unpaid fees and charges.

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### **How long is your personal data stored?**

Your personal data will be kept throughout the duration during which Thornton Wright Equine is providing a veterinary service to you. Should you wish to unregister as a client or change veterinary practice your personal data will be kept for 6 years (to comply with UK tax law) before being destroyed.

### **Optional use of your personal data**

Occasionally, Thornton Wright Equine would like to use your personal data to invite you to client evenings, remind you of imminent vaccination deadlines, upcoming clinics and inform you of special offers, discounts, and health plan information.

You can opt out of this optional use of your personal data by our practice at any time by contacting the practice via email or post.

### **What are your rights?**

You may request to see your personal data and information held by Thornton Wright Equine at any time.

If you wish to raise a complaint concerning how Thornton Wright Equine has processed your personal data, you can contact our practice manager who is responsible for data protection. Ms. Ruth Draper is our practice manager and can be contacted directly at [ruth@thorntonwrightequine.co.uk](mailto:ruth@thorntonwrightequine.co.uk). If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, then you can complain to the Information Commissioner's Office (ICO).

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