

Sussex Equine Hospital is committed to protecting your privacy and maintaining the security of any personal information received from you. We undertake to comply with all applicable data protection legislation currently in force.

The purpose of this statement is to explain to you what personal information we collect and how we may use it.

We may use personal information provided by you either with your consent or on the basis of the following:

- 1. Contract:** the processing is necessary for a contract we have with you
- 2. Legal obligation:** the processing is necessary for us to comply with the law (not including contractual obligations)
- 3. Vital interests:** the processing is necessary to protect someone's life
- 4. Public task:** the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law
- 5. Legitimate interests:** the processing is necessary for our or your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests

Except as provided under these terms, the Sussex Equine Hospital will not disclose your personal information without your permission unless such disclosure is required by law or other court order.

You are entitled to request a copy of the information which we hold about you. If you become aware that the personal information that we hold about you is inaccurate, you may request that we amend it. Any requests in this respect or any other correspondence relating to this notice should be directed to the Practice Manager.

Where processing is based upon consent, you have the right to withdraw consent at any time which will not affect the lawfulness of processing based on consent before its withdrawal.

For information on GDPR and your obligations, or if you have any concerns you should contact the Practice Manager.

How information about you will be used

The Sussex Equine Hospital collects information about you. This is to enable you to register as a client, make a booking for veterinary treatment and to pay for our professional services. We will also, with your consent, use your contact details to share news about our Hospital or services e.g. via the provision of e-newsletters.

We do not sell, rent or exchange your personal information with any third party for commercial reasons.

Sharing information

The below table provides information as to what information we hold on you and who we may share it with. For the avoidance of doubt, this applies to personal data about yourself, not the data of your animal:

SUSSEX EQUINE HOSPITAL PRIVACY POLICY

Type of information	Who it is shared with	Legal basis for processing this information	Retention period for keeping this information
Your name, address, email address, phone number, yard name and (if relevant) insurer's name	Internally: Shared with practice staff and Locum Veterinary Staff	Legitimate Interest: In order to provide preventative and emergency veterinary healthcare to your animal and to bill you/your insurer for our care	Your details will remain on our systems whilst you are an active client and for 7 years afterwards
Referral of cases to specialist veterinary or equine care services providers: Your name, location of the horse (whether your own address or yard address)	Internally: Practice staff Externally: Specialist vets or surgeons we refer to and/or associated professionals e.g. optometrists, farriers, physios etc	Legitimate Interest: In order to involve other equine professionals in the appropriate care and treatment of your horse (as agreed with you)	As above
Credit/debit card details i.e. name, credit card number, expiry date, postcode, house number	Internally: Accounts/reception staff Externally: Lloyds Cardnet, AMEX	Legitimate Interest: To enable you to pay for the professional services provided	We do not retain client credit/debit card details electronically/in hard copy form
When using external test laboratories, we provide your name to those external labs	Internally: Shared with practice staff Externally: Outside laboratories for test results (we use 18+ laboratories including the Animal Health Trust, the Royal Veterinary College and a number of private laboratories) Details can be provided to you on a case by case basis upon your request	Legitimate Interest: In order to diagnose and advise on appropriate treatment plans	Your details will remain on our systems whilst you are an active client and for 7 years afterwards
To process insurance claims, we provide your name, address and policy reference number to your chosen insurance provider when we submit insurance claims on your behalf	Internally: Shared with relevant practice staff only as required (normally with Accounts team and managers) Externally: Shared with a range of pet insurance companies (client nominated only)	Contractual obligation: In order to fulfil the insurance contract	As above

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<p>To process diagnostic images, we provide your name/address and the name of your horse to diagnostic imaging processors</p>	<p>Internally: shared with practice staff only as required Externally: Shared with Hallmarq for all MRI images</p>	<p>Legitimate Interest: In order to diagnose and advise on appropriate treatment plans</p>	<p>As above</p>
<p>To ensure you receive vaccination reminders we provide your name and mobile number to a text reminder service company</p>	<p>Internally: shared with practice staff only as required Externally: shared with Merial, who provide the reminder text service</p>	<p>Legitimate Interest: In order to provide a timely prompt to current our clients of the need to book annual vaccination appointments</p>	<p>As above</p>
<p>Your name, address and the amount of any unpaid fees</p>	<p>Internally: shared with practice staff only as required Externally: shared with debt collection agencies, service processors, courts and/or legal advisers</p>	<p>Legitimate Interest: To seek repayment of a debt</p>	<p>As above</p>
<p>To complete export papers relating to your horse we will provide your name and address to DEFRA (and/or couriers who transport paperwork to DEFRA)</p>	<p>Internally: shared with practice staff Externally: DEFRA and when necessary, couriers such as DHL</p>	<p>Legitimate Interest: To comply with legal processes that allow you to export your horse or pony</p>	<p>As above</p>
<p>All client data on our clinical system (name, address, email, phone numbers, yard address)</p>	<p>Externally: our clinical system supplier, Eclipse, and LMS, our chosen IT services supplier, can both log onto our systems remotely and can therefore see client data when fixing any IT faults/system glitches</p>	<p>Legitimate Interest: to protect the functionality/security of our computer network and clinical system</p>	<p>As above</p>
<p>To send Thoroughbred ID passport forms to the Animal Health Trust, we share client name, address and yard/stud address</p>	<p>Externally: Animal Health Trust and/or Weatherbys</p>	<p>Legitimate Interest: to allow us to validate paperwork</p>	<p>As above</p>

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To undertake credit checks on all new clients (as per T&C) we share client name, address, DOB and/or phone numbers	Externally: Equifax credit check agency	Legitimate Interest: to protect our business interests	As above
To validate horse passports we can share client name/address/yard address	Externally: DEFRA approved equine passport providers	Legitimate Interest: to help you maintain a record of ownership and of all drugs administered to your horse	As above
To send online measurements to the JMB we will share client name and address	Externally: The Joint Measurement Board	Legitimate Interest: To allow us to register your horse's measurement with the UK national scheme for the purpose of description and classification of such horses and ponies for competition.	As above
To register microchipped horses online we will share client name, address and phone number	Externally: Pet log (registration body)	Legitimate Interest: To allow you to comply with your legal obligation to microchip your animal	As above
To treat/care for liveried horses we share horse reports/similar documents that contain the owner's name and address	Externally: With livery yard personnel (livery yard as nominated by horse owner)	Legitimate Interest: To allow us to provide veterinary care and treatment to your horse when it is stabled other than at your own address	As above

The Supervisory authority in the UK is the ICO (Information Commissioner's Office). Where you have a complaint regarding the handling of your data which you do not think can be handled internally, then you have the right to make a complaint to the ICO.