

Privacy Policy for customers

Amethi Vets Ltd. is a private limited company registered in England collectively referred to as "we" or "us" in this policy. This privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

The privacy notice covers the following content:

- 1. Who we are**
- 2. How we use your personal data**
- 3. The data we collect about you**
- 4. Data security**
- 5. Your legal rights**
- 6. International transfers**
- 7. Cookies**

1. Who we are

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide. This policy applies when you visit our premises, we visit your premises, or when we are in contact with you.

Company number: 14995535

Our registered office address is:

24a Market Street,
Disley,
Stockport,
Cheshire,
SK12 2AA,
United Kingdom

This policy was last updated on 20/10/2023.

2. How We Use Your Data

Amethi Vets Ltd. will only use your personal data in accordance with the law. We or our trusted partners working on our behalf use your personal data in the following circumstances:

- To provide veterinary goods or services to you in accordance with your registered account.
- With your agreement, to contact you about promotional offers or services, which we

think may interest you.

- Where we have a legal obligation or duty to use or disclose your information.

Promotional Communications

Amethi Vets Ltd. may use your personal data for electronic marketing purposes (with your consent) and may send you postal mail to update you on the latest goods and services we offer including industry and practice updates. We will only update you about products and services which are of interest and relevance to you as an individual.

You have the right to opt out of receiving promotional communications at any time, by:

1. Emailing us at: info.amethivets@gmail.com to let us know you would no longer like to receive promotional emails and/or e.g. newsletters, latest meeting updates.
2. Telephoning us on: 07485032542 to update your communication preferences.
3. Writing to us at: Amethi Vets Ltd, 9 Medlyn Court, Monument Road, Helston, Cornwall, TR13 8HF to detail your communication preferences.

Third-party marketing

Amethi Vets Ltd will get your consent via an opt-in process before we share your personal data with any company for marketing purposes.

How long do we keep your data?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 7 years.

3. The data we collect about you

Amethi Vets Ltd. may collect, use, store and transfer different kinds of personal data about you, to include;

- **Identity:** full name, date of birth, gender and marital status
- **Your contact details:** postal address including billing address and address of any holdings, holding number(s), telephone numbers (including mobile numbers) and e-mail address
- **Animal data:** information for medical records relating to species, breed and number of stock
- **Financial data:** when you make a payment for your services, your payment card details and/or bank details depending on payment method;
- **Marketing and communications data:** your communication and marketing preferences (including third party communication preferences).

Data collected is not intended for children and we do not knowingly collect data relating to

children.

The information we obtain about you is mostly voluntarily provided by yourself via completing our forms or discussing with a member of our team during the process of registering with Amethi Vets Ltd.

4. Data security

Amethi Vets Ltd. is committed to keeping your personal data safe and secure. We have procedures in place to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way.

To ensure security of your data it is encrypted and only accessible to those within the company who have received appropriate training and signed confidentiality agreements.

5. Your Rights

You have the following rights:

- The right to request access to a copy of your personal data that we hold about
- The right to request that we erase your personal data when we no longer have reason to obtain it.
- The right to request correction of any personal data that we hold about you. This includes updating or correcting any out-of-date or inaccurate personal data that we hold about you.
- The right to opt out of any marketing communications.
- The right to ask us to 'restrict processing of data'; which means that we would need to secure and retain the data for your benefit but not otherwise use it
- The right to transfer your personal data to you or a third party. This can be in a machine-readable format.

If you wish to exercise any of the above rights, please contact us.

6. International transfers

Amethi Vets Ltd will not transfer your personal data outside the European Economic Area (EEA) without having appropriate safeguards in place to allow for restricted transfers of personal data.

7. Cookies

Our website uses Cookies to collect information. This includes information about browsing behaviour by people who access our website. We do not use cookies to collect or record information on your name, address or other contact details.

