

Privacy Policy

London Aquatic Veterinary Services Ltd is the data controller and responsible for data protection. We take our responsibilities to look after all personal data seriously and have always complied with the laws concerning data protection and the rules of client confidentiality set out by the Royal College of Veterinary Surgeons.

What details are collected and stored?

The personal information that we hold for our clients includes:

- Names and contact details (address, telephone numbers and email address)
- Details of products and services obtained from the practice and your payment, receipt and invoice details
- Marketing and communication preferences

The basis for processing your personal data is to enter into a working relationship with yourself in order to care for your fish and other aquatic animals. LAVS only stores essential personal information.

How do we collect your information?

Personal data is collected directly from you when you register as a client via contact by phone or email. Additional data may also be provided by third parties authorised by you, such as family members or friends.

How do we store and do with your data?

This is primarily stored electronically with paper copies of essential forms and documents. Appropriate security measures are in place to protect against unauthorised access, loss or damage. Data is retained for the minimum period necessary and you have the right for your details to be erased from our database. Although the IT and data companies we use are UK based, it is possible that Cloud-based back up data may be processed or stored in other countries.

Who do we share your data with?

When necessary, data may be shared with third parties including providers of other veterinary services such as second opinion or referral clinicians, laboratories, insurance companies, debt recovery firms and where necessary, our professional indemnity insurers or the Royal College of Veterinary Surgeons. All such data processors must be GDPR compliant. At all times, the minimum and least sensitive details will be shared.

How long do we keep your data for?

We keep your data for 10 years unless requested by yourself for deletion sooner. You can request to have your data be deleted at any point and we will do this within 30 days.

Questions or concerns regarding your data?

Please contact myself, Dr Bryony Chetwynd-Glover for further assistance.

Not happy with our privacy policy?

Please see the Information Commissioners Office (ICO) at <https://ico.org.uk/>