**PRIVACY POLICY**

**Updated 24th May 2018**

**Introduction:**

Longview CPD and Longview Veterinary Services take protection of your personal data very seriously and strictly adhere to the rules laid out by data protection laws.

This Policy provides an overview of how we ensure this protection, and what kind of data is collected for what purpose.

***Purpose :***

* Complying with the Data Protection laws.
* Protecting staff, referring veterinary surgeons, clients and course delegates, and any potential member of these groups who entrusts their personal data to Longview CPD and Longview Veterinary Services.

***Principles:***

* To respect the individual.
* To process data in a manner that is fair and legal and respects the data subject’s rights.
* To obtain and hold data for defined purposes and use it only in ways that are compatible with those purposes.
* To hold data that is adequate, relevant, and not excessive.
* To hold data that is accurate and up to date.
* To hold data only for as long as is necessary.
* To ensure that appropriate security is in place for the holding of data.

***Policy statement:***

Longview CPD and Longview Veterinary Services is committed to protecting personal data in such a way that;

* the rights of the individual whose data it holds are respected.
* it is open and honest with the individuals whose data it holds.
* its staff are trained and supported to handle data confidently, consistently and in compliance with this policy.
* it informs the Data Commissioner of any breach.

**Colleting Personal Information:**

* Longview CPD/Longview Veterinary Services will not collect, store or process any personal information unless it is provided voluntarily and with implied or explicit consent.
* Clients, referring practices and course delegates will be made aware of the existence of this policy on booking for a course, when referring a client or during the consultation process, and their explicit consent obtained and recorded, should disclosure of their personal data beyond the clinic be requested or recommended.
* We may contact delegates and referring practices giving information about new courses and services that may be of interest to them. Delegates and referring practices will only be contacted if they have given us consent to do so.
* Personal data should not be submitted if a course delegate, referring practice or client does not want Longview CPD/Longview Veterinary Services to collect it.
* Personal data stored electronically will be held on a secure server and be password protected.
* Personal data stored on paper will be kept in a lockable filing cabinet. Files will never be unattended within sight or reach of persons who are not entitled to view them and filing cabinets will be locked when unattended, with the location of the key known only to staff members for whom it is essential.
* **Information Collected Longview CPD - Course delegates:**
* Name
* Address (either work or home)
* Email address
* Contact telephone number(s)
* RCVS/RVN membership number
* Dietary or special assistance needs.
* **Information collected on Longview Veterinary Services - Clients:**
* Name
* Address (home)
* Contact telephone number(s)
* Email address
* **Information collected on Longview Veterinary Services – Referring Practices:**
* Referring Vets name
* Referring Practice Address
* Contact telephone number(s)
* Practice email address

**Storing Personal Information:**

* As required by the UK Data Protection Act 1998, Longview CPD and Longview Veterinary Services follow strict security procedures in relation to the storage of personal information in order to prevent unauthorised access to the use of such data.
* All personal data will be held in the UK.

**Disclosing Personal Information:**

* Personal data will only be used for the specific purpose for which it was sought and which we received consent for.
* Personal data will NOT be disclosed to a third party at ANY time.
* Personal data will NOT be used for any other purpose whatsoever.

**Personal Data Requests:**

* Where a personal data request is made to access data held on an individual this should be made via email to [longviewvet07@gmail.com](mailto:longviewvet07@gmail.com)
* Personal data requests will be dealt with within 14-days of request. Proof of identify of the person requesting the data may be required, including photo ID if the person is not known to Longview. The first personal data request will be provided free of charge, however additional copies may be subject to a reasonable charge.

**An Individuals Rights:**

***An Individuals Rights under the GDPR are:***

* Right to Access.
* Right to Rectification.
* Right to Erasure.
* Right to Restrict Processing.
* Right to Object.
* Right to Data Portability.

Individuals therefore have the right to confirmation as to whether or not we process their personal data, access to their personal data, details or the purposes of the processing of their data.

**Personal Data and how long it is kept:**

A clients personal data will be reviewed six-years after the patient last attended an appointment. Provided the record is no longer of use it will be destroyed. This refers to paper and electronic records.

***Destruction of records***

Paper records will be incinerated, pulped or shredded (using a cross-cut shredder) under confidential conditions.

Electronic records will be put securely beyond use and the Society commits to permanent deletion of the information if, or when, this becomes possible.

**Right to Complain:**

Should an individual think that our collection or use of their personal information is inappropriate, misleading, or should they have any other concern about our data processing, this should be taken up with Longview CPD/Longview Veterinary Services in the first instance.

To make a complaint please email [longviewvet07@gmail.com](mailto:longviewvet07@gmail.com).

Alternatively you can contact the Information Commissioner’s Office (ICO). Their website is <https://ico.org.uk>

**Additional Information:**

Under the General Data Protection Regulation (GDPR) we have in this Policy, summarized an individual’s rights, however some of the rights are complex, and not all of the details have been included in this Policy. Individuals are advised to read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Longview CPD/Longview Veterinary Services will regularly review this Policy. Any updated versions of this Policy will be published on the Longview website: [www.longviewveterinaryservices.co.uk](http://www.longviewveterinaryservices.co.uk).