



The Worcester Vet Group Privacy Policy

Our contact details

Name: The Worcester Vet Group

Address: 357 Tolladine Road WR4 9NG & 8a Abbotsbury Court WR5 8TY

Phone Number: 01905 724445

E-mail: amblesideveterinary@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)



How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Monitoring and training purposes

We use the information that you have given us to:

- continue to improve our services
- record evidence of business exchanges
- review whether quality standards are being met
- ensure our business complies with regulations
- prevent and detect criminal activity
- investigate the suspicious use of a network

We may share this information with the following:

- Royal College of Veterinary Surgeons
- P&J Consumer Debt Services
- Information Commissions Office
- Veterinary Defence Society

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are

We have a legal obligation.

We have a vital interest.

We have a legitimate interest.



How we store your personal information

Your information is securely stored on our password protected Voipfone database

We keep recorded phone calls for 6 months. We will then dispose of your information by erasing from our Voipfone database

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at amblesideveterinary@gmail.com if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at jannineamblesidevets@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>
