



78A West Way
Botley, OX2 9JU
Tel: 01865 243000

24 Cherwell Drive
Marston, OX3 0LY
Tel: 01865 950700

www.oxfordcatclinic.co.uk

enquiries@oxfordcatclinic.co.uk

The Oxford Cat Clinic Ltd - Privacy policy

This privacy notice tells you how the Oxford Cat Clinic Ltd (OCC) trading as the Oxford Cat Clinic and the Oxford Vet Clinic will collect and process your personal data if you register as a client, purchase our services and products, visit or call our clinics and/or use our website.

About Us

OCC is an independent veterinary practice. Our clinic addresses are:

78a Westway, Botley, Oxford OX2 9JU
24 Cherwell Drive, Marston, Oxford OX3 0LY

We protect the health and well-being of your pets offering a range of services that include but are not limited to: diagnosing and treating sick and injured pets, advising owners on pet ownership, and providing a range of health related products for purchase.

Who to contact regarding your personal data

We take your privacy seriously. Our Data Protection Manager looks after data protection and would be happy to answer any of your questions about this privacy notice and how OCC uses your data. They can be contacted directly at enquiries@oxfordcatclinic.co.uk or on 01865 243000.

The personal data we collect and process

There are six main ways we process the personal data you provide. We endeavour to keep this information accurate and up to date, and not to keep it longer than is necessary.

1. **To administer your account as a surgery client** - In order to provide our service effectively and ensure the best possible care for your pet, we need to collect and process the following personal data when we register you as a client.

Personal data type	How the data is collected
First name, Last name	When registering as a client
Address	When registering as a client
Telephone number	When registering as a client
Email address	When registering as a client

This personal data will be used for the following services and purposes:

- To administer your account and provide the products and services you have requested from us. For example, invoicing, calling to change an appointment and to keep a record for legal and accounting purposes.
- To inform you by email of service information about the clinics. For example, notification of seasonal opening times or changes to out of hours availability.

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Registered in England and Wales., Registered Address 78A West Way, Botley, Oxford OX2 9JU
VAT No: 448804762· Company No: 15050364
DIRECTORS: Melanie Weatherall and Christopher Weatherall



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- If you have pet insurance and you wish to make a claim, we will pass on your pet's clinical history with your name, address, contact phone numbers and email address to your insurance company to allow them to process your claim.
- If we take a blood sample from your pet we send the sample to our supplier and provide your surname and address for identification purposes only.
- If you decide to join our Cat's Whiskers Health Plan and pay by direct debit, you will also need to provide bank account details to set up and confirm your direct debit. We do not retain this information once your direct debit is confirmed.
- If you enter into a payment plan with the Clinic and pay by direct debit, you will also need to provide bank account details and proof of address to set up and confirm your direct debit and to prove your address details are valid. We do not retain this information once your direct debit is confirmed.
- If you're a licensed breeder then we will collect and store your Breeder License number.
- We sometimes run events, fairs, or host school visits at our Clinics. This may entail the production of photographic, video or audio material. If this media contains images of you, we will only make use of it if we have obtained and recorded your consent. Should any media contain images of children, we will only make use of it with the consent of the child's parent or guardian.

2. To send you marketing communications as a surgery client

We send all our clients the following marketing communications:

- Reminders for vaccinations and administering preventative healthcare treatments.
- News information on animal welfare for example: tips on maintaining a healthy weight for your pet
- Promotions and the latest related product offers.

Clients find these communications useful in administering care to their pets and to keep up to date with what is going on at the Clinic. **They are only sent to existing clients, who can opt-out at any time.**

The personal data that we process for these communications is first name, surname, email address and mobile phone number.

We would like our clients to enjoy these communications, so it is important to note that you can opt-out at any time by:

- Clicking the 'Unsubscribe' link in any marketing communications email.
- Calling our team at the clinics on 01865 243000
- Emailing the Clinic at enquiries@oxfordcatclinic.co.uk
- Dropping into one of our clinics and speaking to a member of our team

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3. To share with veterinary related 3rd parties WITH your consent

There will be occasions where we will need to ask for your consent to share your personal data with a 3rd party:

- If you would like your pet to be referred to a specialist veterinary surgeon for treatment other than that which can be provided by OCC, we will provide them with your pet's clinical history with your name and address, phone numbers and email address to enable them to confirm your referral appointment.
- Should you wish to move to an alternative veterinary surgery, we will provide your pet's clinical history with your name and address phone numbers and email address to your new vets before closing your account.
- Should you wish to microchip your pet, we register your name, address and contact numbers and email address with the chip provider.
- IT service providers who support our organisation's IT systems, including our website and practice management systems
- Review companies that may invite you to review the service we have provided
- Regulatory bodies, government departments or agencies and law enforcement bodies where we believe that we're required to disclose such information due to legal requirements or to protect your interests or those of any third party
- Any other third party where you have consented to such disclosure.

OCC will not pass on your personal data to any third parties without your consent unless the law or our professional obligation requires us to do so. We do not provide any personal data to the suppliers of the medicines we administer or the pet care products we sell.

4. When you use our www.oxfordcatclinic.co.uk website

When someone visits www.oxfordcatclinic.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things like the number of visitors to the various parts of the website. This information is processed in a way which does not identify anyone.

We use cookies, which are small text files that are placed on your computer when you visit. We do this to make our website work more efficiently and to promote our news, products and services on social media. Visit www.oxfordcatclinic.co.uk to manage your cookie settings and view more information on how we use them and why.



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OCC uses a third party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses (a number assigned to each of your devices connected to the internet by your broadband provider) of visitors to the OCC website.

We provide contact forms on our website and collect users' personal information to help them complete certain tasks. Each form details the information required and an explanation of what the form is for. For general enquiries, once an enquiry has been dealt with, the data is deleted in line with OCC's procedures.

5. Telephone Call Recording

Telephone call recording: We record telephone calls at our clinics for – including but not limited to – safety and security, monitoring, training and regulatory purposes. The lawful basis for this is a legitimate interest and recordings are destroyed after 2 years unless specifically kept as a result of an incident. The recordings are encrypted and password protected and no bank details are recorded during conversations.

- 6. Veterinary consultations may be recorded** for training and quality monitoring purposes to help us maintain and improve our standards of care and service.

Disclosure of personal data to our service providers

We may pass on your personal data to service providers contracted to OCC in the course of dealing with you. They act as a data processor on our behalf and are obliged under contract to keep your details secure, and only use them to fulfil the services they provide on our behalf. When they no longer need your data to fulfil this service, they dispose of it in line with OCC's procedures.

How long do we process your data for?

OCC is required to retain information in accordance with the law, such as information needed for income tax and audit purposes.

In order to comply with our professional liability insurance, we keep and securely store past clients records for seven years. This includes full name, address, email address and telephone number, but excludes bank account details.

We will only process your personal data whilst you are a client. After 5 years of inactivity on your account we will archive your data. After 7 years we will delete your data.

Your rights as a data subject

Right of access – you have the right to request a copy of the information that we hold about you. You can do this by submitting a written request to the Data Controller, The Oxford Cat Clinic Ltd, 78a Westway, Botley, Oxford OX2 9JU. If we do hold information about you we will:

- Give you a description of it;
- Tell you why we are holding it
- Tell you who it could be disclosed to; and
- Let you have a copy of the information in an intelligible form.

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Please note that you will need to provide proof of identity – a current passport or driving licence.

Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.

Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.

Right of portability – you have the right to have the data we hold about you transferred to another organisation.

Right to object – you have the right to object to certain types of processing such as direct marketing.

Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.

Right to judicial review: in the event that OCC refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

Complaints

We take the processing of your personal data very seriously and are here to help with any concerns you may have. Please do contact the Data Protection Manager at enquiries@oxfordcatclinic.co.uk or 01865 243000.

If you are still not happy with how your personal data is being processed by OCC or how your complaint has been handled, you also have the right to lodge a complaint directly with the Information Commissioners Office at <https://ico.org.uk/concerns/> or by calling 0303 123 1113.