



# MyVetNurse - Privacy policy

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## Our contact details

Name : Naomi Killingsworth  
Tel : 07818 195686  
Email : [meow@myvetnurse.com](mailto:meow@myvetnurse.com)  
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## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details)
- Name, type and breed of your animal, along with information concerning health conditions and any prescribed medication
- Contact details and name of the Veterinary practice your animal is registered with

## 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:

- You instructed MyVetNurse to provide you with a service
- You requested a quotation for services
- You requested information or advice

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

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting MyVetNurse directly.**

**(b) We have a requirement to and clinical responsibility to understand more about your animal.**

**(c) We were instructed by you to provide a service where it may be necessary to travel to your address or contact you via the information you supplied to MyVetNurse.**

**(d) We need it to perform tasks relating to service or advice**

## **How we store your personal information**

Your information is securely stored on servers provided by a reputable supplier. The data is only reviewed by employees that require access to the data in order to perform a service or offer advice. Access is carried out on devices secured with passwords and two-factor authentication.

We keep the information for as long as required in order to provide you with an efficient and quality service.

Your data will never be sold to third parties or advertising agencies, but may be shared with a registered Veterinary practice in the event of a medical emergency.

## **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 on 07818 195686 to discuss the information request and follow-up with an email to [meow@myvetnurse.com](mailto:meow@myvetnurse.com).

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by calling 07818 195686 or send an email to :

[meow@myvetnurse.com](mailto:meow@myvetnurse.com)

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

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

Helpline number: 0303 123 1113

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