



# Privacy Policy

Last updated: 13/06/2025

At Sandbeck Veterinary Centre Limited ("we," "us," or "our"), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and disclose personal data when you use our services and the choices you have regarding your data.

We collect data through our website, services, mobile apps, and any personal data you provide in person at our practice.

## 1. Who We Are

Our website address is: [www.sandbeckvets.co.uk](http://www.sandbeckvets.co.uk)

Sandbeck Veterinary Centre Limited is a provider of veterinary services located in Wetherby, England. We are registered in England and Wales under company number 12106545.

## 2. Information We Collect

We may collect and process the following types of personal data:

### a. Personal Information:

- Name
- Address
- Phone number(s)
- Email address
- Payment details
- Pet Insurance information

### b. Pet Information:

- Pet name, breed, age, sex, microchip number, medical history

### c. Website Usage Data:

- IP address
- Browser type
- Browsing behaviour on our website

### d. We collect data when:

- You register with us
- You contact us by phone, email, or through our website
- You visit our practice
- You complete forms or surveys
- You use our website or mobile apps

## 3. How We Use Your Information

We use your personal data to:

- Provide veterinary services
- Manage appointments, treatment records, and follow-ups
- Process payments and insurance claims
- Communicate important information (e.g., reminders, updates, and emergency alerts)
- Comply with legal and regulatory obligations

With your explicit consent, we may also use your data to send you marketing materials, newsletters, or special offers. You can withdraw your consent or opt out of marketing communications at any time by following the opt-out instructions included in each communication or by contacting us directly.

## 4. Legal Basis for Processing

Under UK GDPR, we process your personal data based on the following lawful bases:

- **Contractual necessity:** To provide veterinary care and services
- **Legal obligation:** To comply with regulatory requirements (e.g., financial records, regulatory reporting)
- **Legitimate interests:** To improve our services, maintain records, and manage administrative functions
- **Consent:** For optional communications, marketing, and promotional material

## 5. Sharing Your Data

We may share your information with trusted third parties for the purposes outlined in this policy. These may include:

- **Pet insurance providers** for the processing of claims
- **Referral veterinary specialists** for specialised treatment
- **Laboratories and diagnostic services** for tests or procedures related to your pet's care
- **IT and software providers** (e.g., practice management systems) that assist us in running our clinic
- **Law enforcement or regulatory bodies** when required by law

We may also share your data with trusted third-party service providers who process data on our behalf (e.g., cloud storage providers, payment processors). These third parties are contractually bound to protect your data and process it only for the purposes we've outlined.

**We do not sell or rent your data to third parties.**

## 6. Data Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorized access, loss, or misuse, including secure servers, encryption, and access controls. However, please note that no method of transmission over the internet is 100% secure, and we cannot guarantee the absolute security of your data.

## 7. Data Retention

We retain personal data only for as long as necessary:

- **Client information:** As long as you remain an active client
- **Financial records:** For at least 7 years, in compliance with UK tax and accounting laws
- **Pet medical records:** For as long as necessary for treatment, legal purposes, and compliance with veterinary regulations

Once the data is no longer required, we will securely delete or anonymize it.

## 8. Your Rights

Under data protection law, you have the following rights:

- **Access:** You can request a copy of the personal data we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete data we hold.
- **Deletion:** You can request the deletion of your data in certain circumstances.
- **Object or restrict processing:** You can object to or request the restriction of certain types of data processing.
- **Withdraw consent:** If we are processing your data based on your consent, you can withdraw that consent at any time.
- **Complaints:** You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe that your rights have been violated.

To exercise any of these rights, please contact us using the contact details provided below.

## 9. Cookies

Our website uses cookies to enhance your browsing experience, help us improve our website's functionality, and collect analytics data. Cookies are small text files stored on your device that allow us to remember your preferences and tailor your experience.

You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect your ability to use certain features on our website.

## 10. Contact Us

If you have any questions about this privacy policy or wish to exercise your rights, please contact:

### Practice Manager

Sandbeck Veterinary Centre Limited  
Unit 8, Ervian Park, Sandbeck Way, Wetherby, LS22 7DN  
Email: [Enquiries@sandbeckvets.co.uk](mailto:Enquiries@sandbeckvets.co.uk)  
Phone: 01937 228780

This Privacy Policy may be updated from time to time. We will notify you of any significant changes by email or by posting an updated version on our website. We recommend reviewing this policy periodically to stay informed of how we protect your information