



International Zoo Veterinary Group
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Privacy Notice

International Zoo Veterinary Group LLP takes your privacy seriously and as part of our business and service to you we gather and process your personal information in accordance with this privacy notice and in compliance with the Data Protection Act 1998 and the General Data Protection Regulations. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

International Zoo Veterinary Group LLP registered office is at Station House, Parkwood Street, Keighley, West Yorkshire, BD21 4NQ and we are a Limited Liability Partnership registered in England and Wales under company number OC361054. For the purposes of GDPR we act as the data controller when processing your data. Any enquiry regarding the collection or processing of your data should be addressed to Steven Philp at our registered Station House, Parkwood Street, Keighley, West Yorkshire, BD21 4NQ.

Information That We Collect

We process your personal information in order to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we may collect from is: -

- Name
- Date of birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- Bank account details

We collect information in the following ways: -

- Telephone calls, communications and products ordered by telephone
- Email communications and products ordered by email
- Verbal communication
- Written letters posted to us
- IZVG Pathology Sample Submission Forms
- Employment application forms, covering letters and CVs

How We Use Your Personal Data

We will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

- We collect and use your personal data to provide a service, to ensure that orders are completed and can be sent out to your preferred address, to inform you of laboratory results, to send clinical veterinary reports, to arrange appointments and visits to you and to discuss relevant veterinary matters with you and with other relevant specialists and to invoice you for the service and/or products provided
- We collect and use your personal data to build and contribute to our growing Zoological Pathology database
- We collect and use your personal data that you provide us with during the application for any vacancy within IZVG LLP. We will obtain your consent for processing special category data through the application process. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so. This may affect any application for employment.
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- We may collect and share your data as part of our legal obligation in the preparation of official documents for the purposes of vaccination applications and animal movement licenses and certificates and prescriptions
- We may occasionally send you marketing information where we have assessed that it is beneficial to you as a client and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests

Your Rights

You have the right to access any personal information that we process about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

UPS

We use UPS for sending products, orders and materials needed, the only information provided to them is your name and address in order to meet business requirements

For more information on UPS please read their Privacy Notice at <https://www.ups.com/gb/en/help-center/legal-terms-conditions/privacy-notice.page>

Post Office

We use Post Office for sending products, orders and communications, the only information provided to them is your name and address in order to meet business requirements

For more information on Post Office please read their Privacy Notice at <https://www.postoffice.co.uk/privacy>

Safeguarding Measures

International Zoo Veterinary Group takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data and to prevent unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

Secure storage of any paper records of personal data, electronic encryptions of portable devices, password protected access, restricted access account profiles, firewalls, anti-virus software and malware protection, confidential shredding of any old paper records when destroyed.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to us, however, as some of this information is a legal requirement for writing prescriptions, drug order records, official documentation and some is required in the legitimate interests of providing you with our services, we will not be able to offer some/all our services without it.

Legitimate Interests

As noted in the *'How We Use Your Personal Data'* section of this notice, we process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for processing your personal data such as your name, contact details, address, bank account details and payment method details (if you provide them) and have identified that our interests are all related to the core business activity of IZVG LLP and include:

- Communicating with you, electronically, by telephone and by post or courier to answer enquiries and questions, to arrange, record, discuss and conduct veterinary visits to you, to receive and send orders of products and medications, to accept sample submission into and report results from IZVG Pathology.
- Secure storage of your data on encrypted and/or password protected mobile devices such as laptops, mobile phones, external hard drives and temporarily on USB drives to facilitate working from home and whilst travelling and to enable ordering of medications.
- Billing, booking up, invoicing and taking payment for services, materials and products provided to you.
- Accepting credit or debit card payments over the phone or bank transfers in payment of accounts.

How Long We Keep Your Data

We only retain personal information for as long as is necessary. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be reviewed and destroyed as necessary. In addition basic personal data (*name, address*) is held indefinitely within the pathology database for the purposes of scientific review and without such data this purpose would be significantly impaired.

Marketing

International Zoo Veterinary Group LLP will occasionally send you service and price list information and notifications by email or post that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out at any time.

If you would prefer **not** to receive above-mentioned information, please contact:

admin@izvg.co.uk

Lodging A Complaint

International Zoo Veterinary Group LLP only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

International Zoo Veterinary Group LLP
Data Protection Lead, Steven Philp
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Information Commissioners Office
Wycliffe House
Water Lane
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