

# Thomas Small Animal Practice Limited

T/A Longridge Vets

## Client Privacy Notice

*Version 2.0 — Last reviewed: 1 July 2026*

### Definitions

‘Client’, ‘you’, ‘your’ — an individual who seeks advice, care, or products from us for their pet.

‘Practice’, ‘us’, ‘we’ — Thomas Small Animal Practice Ltd, trading as Longridge Vets.

### 1. Who we are

Jill Thomas is the appointed Information Controller (IC) and Data Protection Officer (DPO) for Thomas Small Animal Practice Ltd, trading as Longridge Vets.

You can contact Jill Thomas:

- In writing: Longridge Vets, 54 Preston Road, Longridge, PR3 3AY
- By email: [jill@longridgevet.co.uk](mailto:jill@longridgevet.co.uk)
- By telephone: 01772783327

### 2. Our commitment to you

We will never knowingly or unlawfully process your data. We hold all data you share with us in strictest confidence, and we regularly review our GDPR policy and this Privacy Notice to ensure it remains accurate and compliant.

We are registered with the Information Commissioner's Office (ICO). Our ICO registration number is 00013401240

### 3. What data we collect

#### 3.1 When you register with us

- Name and title
- Address
- Contact telephone numbers — home and/or mobile
- Email address
- Your pet's name and details
- Pet insurance policy details held in your name

#### 3.2 Over the course of your relationship with us

- Appointments booked, attended, or missed
- Financial details — money spent, outstanding balance, any debt with the practice, notes from discussions regarding ability to pay, and the last 4 digits of the card used to pay
- Your pet's clinical notes, including comments or actions you have made and notes from calls or interactions with our staff which are relevant to your pet's care
- Correspondence from your pet insurer, including claims approved or rejected and policy excess
- Correspondence from you, including emails and notes from phone calls or conversations
- Receipts from payments
- Special data (specifically health data); If you disclose anything about your own health to us (for example, to explain why you need help handling your pet, or that you have a specific need and require us to make a

reasonable adjustment), we will treat this as special category data and only process it with your explicit consent or where otherwise permitted by law.

### 3.3 Data we receive from other sources

Most data comes directly from you. We may receive data from another vet practice (clinical notes/history transfer), a specialist referral practice (a report), or a third party such as an animal charity, animal physiotherapist, hydrotherapist, behaviourist, kennels, or cattery. Before processing this data we confirm your personal details are correct; once confirmed, it is processed as set out in this notice.

## 4. How and why we use your data, and our lawful basis

UK GDPR requires us to have a specific lawful basis for each way we use your data. The table below sets these out.

Purpose	Lawful basis
Providing safe and effective veterinary care for your pet	Contract / Legitimate interests
Automatic reminders for boosters, flea/worming prescriptions, medications and vaccines	Legitimate interests — to protect your pet's health. Tell us if you'd rather not receive these.
Appointment reminders	Legitimate interests — to reduce missed appointments. Tell us if you'd rather not receive these.
Contacting you about an unpaid invoice, including via a debt collector	Legitimate interests / Contract
Transferring your pet's records to another vet practice, or for a referral or lab sample, at your request	Consent
Assisting with an insurance claim	Consent
Sharing data with our accountants and HMRC	Legal obligation
Reporting a notifiable disease or other requests from a public body (e.g. DEFRA)	Public task / Legal obligation
Sharing data with the APHA and other bodies for the purposes of certificating export or travel certificates	Consent / Legal obligation
Sending you marketing emails or texts about offers	Consent — only where you have opted in
Sharing a hip/elbow score with the British Veterinary Association, or similar, at your request	Consent
CCTV at our premises	Legitimate interests — crime prevention and safety
Sharing data with a UK veterinary body such as the VMD or RCVS for the purposes of professional registration/governance/compliance	Legitimate interest
Sharing data with our professional indemnity insurers when required to as part of a potential claim	Legitimate interest

Providing your data is generally necessary for us to register you and your pet and to provide veterinary care. If you don't provide the data we ask for at registration, we may not be able to offer you an appointment or ongoing care for your pet.

## 5. Who we share your data with

- Our IT software company, which processes appointment and preventative-care reminders on our behalf under a data processing agreement
- Another vet practice, at your request, or a specialist referral hospital/practice for a second opinion
- External laboratories, to analyse samples from your pet
- Your pet insurer, with your consent, to assist with a claim
- A debt collection agency, where an invoice remains unpaid following written requests and a final reminder
- A charity with whom you have a payment agreement
- Our Chartered Accountants and HMRC, for tax purposes
- The British Veterinary Association or similar body, at your request
- Public bodies such as DEFRA, where required by law (for example, a notifiable disease or a pet passport application)
- The APHA for travel or export certification purposes

Our website is developed and managed by an external company that collects non-identifiable data and cookies; your personal data is not transferred to them through this process.

## **6. International transfers**

We are a UK-based data controller and this notice is governed by UK GDPR. Where any of our processors (for example, our IT software provider or accountants) are based outside the UK, including in the EU, we only transfer your data where an adequacy decision is in place or appropriate safeguards, such as Standard Contractual Clauses, have been agreed. Please contact us at the details in Section 1 if you would like more information about a specific transfer.

## **7. How long we keep your data**

We retain your data for as long as necessary to provide safe and effective veterinary care, and for at least the minimum periods required by the Royal College of Veterinary Surgeons, the Veterinary Medicines Directorate, and HMRC. As a guide:

- Clinical records: retained for the minimum period set by the RCVS Code of Professional Conduct e.g. 8 years from last entry
- Financial records: retained for 6 years from the end of the last tax year, in line with HMRC requirements
- CCTV footage: retained for two weeks before automatic deletion

Full details of our retention schedule are available on request from the Information Controller.

## **8. CCTV**

We operate CCTV around the Practice, clearly signed, for the purposes of crime prevention and safety. Footage is not disclosed to any third party unless requested by an authority with a legal basis to do so, and is stored in a cloud storage facility for two weeks before automatic deletion.

## **9. Automated decision-making**

We never use an automated process to make a decision about you or your pet.

## **10. Your rights**

Under UK GDPR, you have the right to:

- Access a copy of the data we hold about you
- Have inaccurate data corrected (rectification)

- Ask us to delete your data in certain circumstances (erasure)
- Ask us to restrict how we use your data in certain circumstances
- Object to processing based on legitimate interests, and to direct marketing at any time
- Receive your data in a portable format, where processing is based on consent or contract and carried out by automated means
- Withdraw your consent at any time, where we rely on consent

To exercise any of these rights, write to Jill Thomas, Information Controller, Longridge Vets, 54 Preston Road, Longridge, PR3 3AY, or use the contact details in Section 1. We will respond within one month. We may charge a reasonable administration fee for repetitive requests.

## **11. How to complain**

If you're unhappy with how we've handled your personal data, please tell us first so we have the chance to put things right. You can raise a complaint with us:

- In writing: Jill Thomas, Information Controller, Longridge Vets, 54 Preston Road, Longridge, PR3 3AY
- By email: [jill@longridgevet.co.uk](mailto:jill@longridgevet.co.uk)
- By telephone: 01772783327

We will acknowledge your complaint within 30 days, investigate it without undue delay, keep you updated on progress, and let you know the outcome.

You also have the right to complain directly to the Information Commissioner's Office at any time, whether or not you have raised the matter with us first:

- Website: [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## **12. Changes to this notice**

We review this notice regularly and will update it to reflect changes in the law or in how we use your data. The version number and review date are shown at the top of this document. We will bring any significant new use of your data to your attention before we begin that processing.