



Privacy Policy statement for Clients.

The Hyperthyroid Cat Centre (HCC) is owned and operated by The Hyperthyroid Cat Centre Ltd, registered address 433 Birch Park, Street 7, Thorp Arch Estate, Wetherby. LS23 7FG. We are not part of a larger group. This privacy policy explains what personal information we collect about you, where we store it, how we use it and when we delete it. Personal information is information about you. The data protection regulations apply only to data about people and does not apply to data about animals. You can contact us about any aspect of your data by writing to our registered address, by telephone using 0345 544 4300 or by email to client.care@hyperthyroidcatcentre.co.uk.

What information do we collect about you?

When you register with us we collect your name, address, contact telephone numbers and email address. We also create a record for each of your animals.

We record which products and services we have supplied, how much you have been charged and the method and value of payments that you make. We also record clinical notes relating to your animals and notes to help us manage your account.

Our website uses cookies to track the number of visitors to each page and how the visitors found our website. We do not collect any personally identifiable information from website cookies.

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by using the contact details above.

Where do we store your personal information?

Your personal details maybe stored in a variety of formats and locations. This includes on paper and in encrypted digital form at HCC. Digitally-formatted information is also stored in web platforms provided by 3rd parties within the EEA. Anonymised information about website use is also collected and stored by Google Analytics.

How will we use the information about you?

We use your personal information to maintain a record of the products and services that we have supplied to you and manage your account including invoicing, bills and payments. This enables us to provide the service you have requested.

We will use your information to send you appointment reminders in relation to follow-up blood sampling or other checks post-treatment, as detailed in your client checklist when collecting your cat.

We are actively interested in researching into feline hyperthyroidism. We will hold animal details indefinitely and any information used in future research will be anonymised. We would like also to hold your personal details indefinitely, with your consent. We may contact you in the future to ask about your cat's health or to ask about your cat's home environment or other aspects of potential value to research.

You are welcome to sign-up separately to receive an occasional newsletter from us via our website.

You can change your communication preferences at anything by contacting our client care manager.

Sharing your Information.



We do not share your information with any other companies for marketing purposes.

With your consent we will send a copy of your records to another veterinary surgeon if we refer your animal(s) or if you request that we do so.

We will share your information and your animal's records with your insurance company to allow them to process your claim.

We use communication tools provided by external companies to keep in touch with you. The external company will not use your information for any purpose other than sending you the message from us.

If you have outstanding debt with us, we may pass your information to an external debt collection company so that they can collect the balance due.

Updating and accessing your information.

You have a right to request a copy of the information that we hold about you. You can request this in person, by phone or by email to client.care@hyperthyroidcatcentre.co.uk or by writing to us.

You have the right to ask us to remove your personal information from our records. If we do this, you will lose access to all of your animal's records. Once deleted, your information cannot be recovered.

Lawful basis

The lawful basis for processing personal data will be based on any of the following:

1. You have consented to the use of your personal data
2. Processing is necessary for the performance of a contract with you or service for you, or to take steps to enter into a contract
3. Processing is necessary for compliance with a legal obligation
4. Processing is necessary to protect your vital interests or those of another person
5. Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority on our part
6. Necessary for the purposes of legitimate interested pursued by HCC or third party, except where such interested are overridden by your interests, rights or freedoms.

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you. We may process your personal data without your knowledge or consent where this is required or permitted by law.

Your rights include:

1. To be informed
2. Of access
3. Of rectification (to correct any errors in your personal data)
4. To erasure (to anonymise your cat's records)
5. To restrict processing



6. To data portability
7. To object
8. Not to be subject to profiling (automated decision-making).

When an individual makes a reasonable request within these rights then HCC will comply within one month providing the request is neither unfounded nor excessive. There will be no fee attributed to this service.

Data Breach.

In the event that a known data breach occurs HCC will notify the ICO and the affected individuals. Breaches include loss, damage or destruction of data as well as mis-processing and unauthorised disclosure. The ICO can be contacted using 0303 123 1113 or online at <https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/> .

Further information

If you require additional detail about any aspect please contact us or the ICO.

Complaint?

In the event that you have a concern about the data we hold about you, who we share it with, how we store it or whether it is or isn't deleted or updated that we cannot address you are welcome to progress your complaint by contacting the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> .