



GDPR Compliance

Your Personal Data

What we need

Ballinger Equine Ltd will be what's known as the 'Controller' of the personal data you provide to us. We only collect and process basic personal data about you which will include your name, address, email address and contact telephone numbers. We may request clinical histories for your horses, ponies and/or donkeys from your previous veterinary surgeons and this may also contain basic data about you.

Why we need it

We need to know your basic personal data and that of your horses and/or ponies in order to provide you with veterinary care and professional advice concerning general equine wellbeing, peak performance management, preventative healthcare, dietary management and vaccine courses for your horses, ponies and/or donkeys registered with us. We will not collect any personal data from you that we do not need in order to be able to provide you with a comprehensive veterinary care service and to meet animal welfare obligations. Without your personal data we are not in a position to provide veterinary care for your horses, ponies and/or donkeys.

What we do with it

All the personal data we process is processed by our staff in the UK. For the purposes of IT hosting and maintenance this information is located on servers within the European Union. Your basic personal data may be recorded on veterinary medicine prescriptions, euthanasia consent forms, radiography consent forms, laboratory test and analysis requests, consents for prescribing unauthorised medicines (under cascade), pre-purchase examination certificates and disclaimers.

Who else has access to your data

No third parties have access to your personal data unless the law allows them to. We do not share your personal data with anybody outside Ballinger Equine without your permission. We will not share your personal data with any organisation for marketing purposes. We may be required to share your personal data with your equine insurance company. We may also need to share your personal data with a veterinary referral centre or specialist should we need to refer your horse, pony or donkey to them. Under our Terms of Business we may share your personal data with Legal Recoveries and Collections Ltd in the lawful recovery of unpaid veterinary fees and charges.

EQUINE VETERINARY SURGEONS

East Barn, Fairclough Hall Farm, Halls Green, Hitchin SG4 7DP
01462 414008 | office@ballingerequine.com | ballingerequine.com



How long we keep it

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 destroyed. Should you wish to change your veterinary practice, once we have obtained your express prior consent, your personal data will be transferred to your new veterinary practice. Thereafter your data will be held only as long as UK law requires, after which time it will be destroyed.

What we would also like to do with it

We would like to use your name and email address to alert you to equine disease outbreaks in your area, to remind you of imminent vaccination renewal deadlines, to invite you to equine health and performance management client evenings and events and to inform you of any special offers, worming packages or discounts. This information is not shared with third parties and you can unsubscribe at any time via phone, email or our website.

What are your rights?

If at any point you believe the information we process on you is incorrect, you may request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact the manager responsible for data protection at Ballinger Equine who will investigate the matter.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO).

The manager responsible for data protection at Ballinger Equine is Andrew Hillier and you may contact him directly at a.hillier@ballingerequine.com