



Privacy Policy statement for Referring Vets.

1. Introduction

This privacy notice provides you with details of how we collect and process your personal data. You may give us personal data:

1. through your use of our site www.hyperthyroidcatcentre.co.uk to refer a case,
2. through your use of our site www.hyperthyroidcatcentre.co.uk if you choose to sign-up to our newsletter,
3. when you attend our CPD events or
4. when you take part in a prize draw or competition, usually at an exhibition.

The Hyperthyroid Cat Centre (referred to as “we”, “us” or “our” in this privacy notice) is responsible for your personal data that you give us and acts as Data Controller.

1. If you have any questions about this privacy notice please contact the Client Care Manager using client.care@hyperthyroidcatcentre.co.uk, or write to
2. The Hyperthyroid Cat Centre, 433 Birch Park, Street 7, Thorp Arch Estate, Wetherby, LS23 7FG or call on
3. 0345 544 4300.

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.

2. What data might we collect?

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process certain types of personal data about you as follows:

- a. Identity Data may include your first name, maiden name, last name, username, title, gender and professional association registration numbers
- b. Contact Data may include your work or home address, email address, telephone numbers and employer
- c. Technical Data may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- d. Profile Data may include your username and password, your interests, preferences, feedback and survey responses.
- e. Usage Data may include information about how you use our website, products and services.
- f. Marketing and Communications Data may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.

We may also process Aggregated Data from your personal data, but this data does not reveal your identity and as such is not personal data. An example of this is where we review your Usage Data to work out the percentage of website users using a specific feature of our site. If we link the Aggregated Data with your personal data so that you can be identified from it, then it is treated as personal data.

Sensitive Data

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

3. Your personal data may be collected by us in the following ways:

We collect data about you through a variety of different methods including

1. You may provide data by filling in forms on our website or in other ways or by communicating with us by post, phone, email or otherwise, including when you:
 1. create an account on our site
 2. refer your client to our practice,
 3. whilst receiving our CPD,
 4. at exhibitions for example when entering competitions,
 5. subscribe to our newsletter,
 6. request printed resources be sent to you
 7. enter a competition, prize draw, promotion or survey
 8. give us feedback.
2. Automated technologies or interactions: As you use our site, we may automatically collect Technical Data about your equipment, browsing actions and usage patterns. We collect this data by using cookies, server logs and similar technologies.
3. Third parties or publicly available sources: We may receive personal data about you from various third parties and public sources as set out below:
 1. analytics providers such as Google based outside the EU;
 2. advertising networks such as such as Facebook and LinkedIn based outside the EU, and
 3. search information providers Google based outside the EU.

4. Your personal data will be used in the following ways:

We will only use your personal data when legally permitted. The most common uses of your personal data are:

1. Where we need provide the service you have requested.
2. Marketing communications

You may receive marketing communications from us if you have:

1. requested information from us or
2. if you provided us with your details when you entered a competition, attended our CDP or referred a potential case and
3. in each case, you have opted in to receiving that marketing.

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes. You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by emailing us using client.care@hyperthyroidcatcentre.co.uk at any time.

3. Where we need to comply with a legal or regulatory obligation.
4. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

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.

The lawful basis under which your data is processed is summarised:

Activity	Contact type	Personal Data	Lawful basis
Record communication	Web, email, fax, letter, phone	a, b, c, d, e, f	1, 2 and / or 6
Register on our website	Web	a, b, c, d, e, f	1, 2 and / or 6
Accept a referral	Web, email, fax, letter, phone	a, b, c, d, e, f	1, 2 and / or 6
Provide CPD and provide certificate of attendance	email	a, b, c, d, e, f	1, 2, and / or 6

Communicate changes in referral protocol, service provision or similar processes	Email	a, b, c, d, e, f	1, 6
Marketing including invitations to CPD	Email	a, b, c, d, e, f	1, 6
Contact after entering a competition	Email, phone	a, b, c, d, e, f	1, 6
Respond to feedback	Email, phone	a, b, c, d, e, f	1, 6
Regulatory communication eg RCVS	Email, phone, in writing	a, b, c, d, e, f	3

Key – personal data type

- a. Identity Data may include your first name, maiden name, last name, username, title, gender and professional association registration numbers
- b. Contact Data may include your work or home address, email address, telephone numbers and employer
- c. Technical Data may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- d. Profile Data may include your username and password, your interests, preferences, feedback and survey responses.
- e. Usage Data may include information about how you use our website, products and services.
- f. Marketing and Communications Data may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.

Key – Lawful basis

1. Consent of the subject of the personal data
2. Processing is necessary for the performance of a contract with the data subject 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 the vital interests of a data subject or 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 vested in the controller
6. Necessary for the purposes of legitimate interested pursued by the controller or third party, except where such interested are overridden by the interests, rights or freedoms of the data subject.

5. Disclosure of your Personal Data

We may have to share your personal data with the parties set out below in certain circumstances:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Third parties to whom we sell, transfer or merge our practice.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

7. Security of your Personal Data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. Retention and deletion of your Personal Data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. Your Rights

You have rights under data protection laws in relation to your personal data which are described in full at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> . These include the right to request:

1. access to your personal data.
2. correction of your personal data.
3. erasure of your personal data.
4. restriction of processing your personal data.
5. transfer of your personal data or to
6. withdraw consent.

If you wish to exercise any of the rights set out above, please email us at client.care@hyperthyroidcatcentre.co.uk. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

10. Links to other websites

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website we advise you read the privacy notice of every website you visit.

11. Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see the cookie policy



12. Complaints.

If you are not happy with any aspect of how we collect and use your data please tell us. If we cannot resolve any complaint ourselves you can contact the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).