

## Privacy Policy

This Privacy Policy is our way of telling you how we collect your information, why we need it and how we use it.

For our websites [www.veterinaryinsights.com](http://www.veterinaryinsights.com), [www.visiocareservices.com](http://www.visiocareservices.com), [www.vetviewer.co.uk](http://www.vetviewer.co.uk), [www.indicavet.com](http://www.indicavet.com) and [www.animalytics.co.uk](http://www.animalytics.co.uk) in the UK, and for information otherwise collected under this Privacy Policy, Veterinary Insights Limited is the data controller that is responsible for your privacy. Our registered office is Unit 5 The Old Stables, Hoadlands Farm, London Road, Handcross, West Sussex RH17 6HB.

We are committed to protecting your privacy. Parts of the website can be viewed without giving us any data about yourself. However, for certain areas of the Website and for certain functions, you may be required to enter or we may collect personal data.

## Your Data

We may ask you to provide us with data that personally identifies you or allows us to contact you. The data we usually collect may include your name, company name, address, contact telephone number, email address and job title.

Most of the personal data we process is provided to us directly by you for one of the following reasons:

- You registered on our website
- You purchased services from us
- You filled in an enquiry form
- You subscribed to our newsletter
- You visited us at a trade show

We will only use your data to provide our services to you. We will only share your data with 3<sup>rd</sup> parties where it is necessary for the provision of our services to you and where we are lawfully obligated to do so.

We make sure these 3<sup>rd</sup> parties won't use your personal data for their own purposes and we only permit them to use it in accordance with our instructions and the law. Third party businesses include:

- Trusted businesses or persons who process your information for us for the purposes set out in this policy, based on our instructions and any other appropriate confidentiality and security measures.
- Marketing agencies, search engines and social media networks to advertise Veterinary Insights Limited and to gather feedback on our services.

### Your data protection rights

Veterinary Insights would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request Veterinary Insights for copies of your personal data.

**The right to rectification** – You have the right to request that Veterinary Insights correct any information you believe is inaccurate. You also have the right to request Veterinary Insights to complete information you believe is incomplete.

**The right to erasure** – You have the right to request that Veterinary Insights erase your personal data, under certain conditions

**Your right to restrict processing** – You have the right to request that Veterinary Insights restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Veterinary Insights processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Veterinary Insights transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, you can contact us by email [enquiries@veterinaryinsights.com](mailto:enquiries@veterinaryinsights.com), call us on 01403 800135 or write to us at Unit 5 The Old Stables, Hoadlands Farm, London Road, Handcross, West Sussex RH17 6HB.

### Cookies

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

- Make our website work as you'd expect
- Improve the speed/security of the site
- Continuously improve our website for you
- Make our marketing more efficient (ultimately helping us to offer the services we do at the price we do)

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass personally identifiable data to third parties
- Pay sales commissions

#### **How to contact us**

If you have any questions about Veterinary Insights Limited's Privacy Policy, the data we hold on you, or you would like to exercise your data protection rights, please do not hesitate to contact us:

Veterinary Insights Limited  
Unit 5 The Old Stables  
Hoadlands Farm  
London Road  
Handcross  
West Sussex  
RH17 6HB  
United Kingdom

Email: [enquires@veterinaryinsights.com](mailto:enquires@veterinaryinsights.com)

Telephone: 01403 800135

#### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Veterinary Insights has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Telephone: 0303 123 1113 [www.ico.org.uk](http://www.ico.org.uk)