

## **Prymak Referrals Ltd Privacy Policy**

Prymak Referrals trading as Prymak Referrals Ltd. Register in England & Wales. Company No: 04602865.

Registered office: Monkhurst House Offices, Sandy Cross Lane, Heathfield, East Sussex, TN21 8QR

Prymak Referrals take the privacy of our clients very seriously. The information below relates to how personal information is used and held.

In accordance with the General Data Protection Regulation (GDPR) Prymak Referrals Ltd is the data controller (company responsible for processing of your personal details)

### **What is personal data?**

This relates to any data that can identify a specific individual, for example your name, email address, home address and phone numbers.

### **When do we collect information?**

This information will be collected in order to provide a communication link when your pet is under our care.

We provide Terms and Conditions via email prior to your first appointment.

This information can also be found on this website.

Your consent for Prymak Referrals to hold your personal data will be gained online as part of the referral request form or client registration form by using the mandatory fields.

### **What information do we collect?**

- Your name
- Your home address
- Your email address
- Your contact numbers
- Your pet insurance cover and policy number if insured.

### **How do we use this information?**

- We use your information to form a direct line of communication with yourself.
- To help identify you and any accounts you hold with Prymak Referrals.
- Identification on patient's prescription medication.
- Marketing (see marketing below)
- Billing and accounts

- Insurance submissions
- Fraud prevention and detection
- In communication with your referring veterinary surgery
- Submission of laboratory samples for identification
- To identify you and your pet if outpatient services are required e.g. advanced imaging.

### **Who has access to your information?**

Access to your personal data is only available to personnel of Prymak Referrals when dealing with your pet and handling accounts.

### **How do we store your information?**

We use technical measures to safeguard your personal data, for example securely stored on digital devices. Any physical copies of your data will be locked in a secure facility with access restricted to authorised employees of Prymak Referrals.

### **Is there any third-party disclosure?**

- Third party disclosure would be to your insurance company, which would already have gained your permission to hold your information.
- Clinical records including your personal data to outpatient services if required.
- Law enforcement and regulatory agencies in connection with any investigation to help prevent unlawful activity or as otherwise required by applicable law.

### **Marketing**

- We will use your email address to keep you up dated with information on Prymak Referrals, you can opt out on these emails by clicking opt out when they are sent.
- We use some third party links on our website; please note if you use them they will have their own privacy policies.
- We use social media to promote Prymak Referrals Ltd but will always ask your written consent prior to doing so.

### **How do you update your information**

You can update any information held by us by emailing [office@prymakreferrals.com](mailto:office@prymakreferrals.com)

If you would like to know what personal information we hold at Prymak Referrals you can email us at : [office@prymakreferrals.com](mailto:office@prymakreferrals.com) and we will endeavour to reply within 10 working days.

### **Children**

Prymak Referrals Ltd only offers services to individuals over the age of 18 .By adding your data to our mandatory fields on either our Client Registration form or Referral Request form, you confirm that you have read and consented to this policy and confirm that you are over the age of 18.