



# The Park Veterinary Centre

## Terms and Conditions of Business

Thank you for entrusting the care and attention of your pet to the Park Veterinary Centre. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

### **FEES**

All fees, diets, drug charges and retail items are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Our basic fees are available on request. You will receive a detailed receipt for every consultation, surgical procedure or transaction with us at the time of payment.

### **METHODS OF PAYMENT**

Payment in full is due at the end of the consultation, the discharge of your pet or upon collection of drugs, diets or retail items. You may settle the bill using

Cash

Credit/Debit card (not American Express or Diners)

### **ESTIMATES OF TREATMENT COSTS**

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course.

### **TERMS OF BUSINESS**

All amounts charged are due in full immediately. If an amount is not paid an invoice will be sent the following day which is due for payment immediately. Any non-payment will incur an interest charge of 2% per month until the debt is paid. You agree that any information we hold about you can be disclosed to third parties (e.g.: credit reference agencies) for the purpose of pursuing monies owed. After due notice to you overdue amounts will be referred to the County Court and further charges will be levied in respect of costs incurred in collecting the debt, production of reports, correspondence, court fees, attendance at court, phone calls etc. Any cheque returned by our bank as unpaid, any Credit Card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal sum.

### **INABILITY TO PAY**

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of the accounts staff. Please note that instalments or part-payments of any outstanding amounts may ONLY be sanctioned with the express permission of a Partner of the Practice and arranged by our accounts office.

### **PET HEALTH INSURANCE**

The Park Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accidents. Please be aware it is your responsibility to settle all outstanding amounts and then reclaim the monies from your insurance company. We will not claim amounts outstanding to us direct from the insurance company on your behalf.

### **PET HEALTH SCHEME**

The Park Veterinary Centre provide a Pet Care Health Scheme for the routine care of your pet. Please ask a member of staff for details.

## **COMPLAINTS AND STANDARDS**

We hope that you never feel the recourse to complain about the standards of service received from Park Veterinary Centre. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Small Animal Manager at the Practice.

No addition or variation of these conditions will bind the Practice unless it is specifically agreed in writing and signed by one of the Partners of the Practice. No agent or person employed by, or under contract with the Practice has the authority to alter or vary in any way these conditions.

## **MICROCHIPS**

Pets that have not previously been seen at Park Veterinary Centre will be checked for an existing microchip to habituate them to painless handling procedures and as part of our commitment to ensuring lost or stolen pets are safely reunited with their owners.

## **OWNERSHIP OF RECORDS**

Case records including and similar documents are the property of, and shall be retained by The Park Veterinary Centre. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

## **OWNERSHIP OF X-RAYS AND SIMILAR DOCUMENTS**

The care given to your animal may involve making some specific investigations, for example, taking x-rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting the results ownership of the resulting record for example an x-ray film remains with the Practice.

No addition or variation of these conditions will bind the Practice unless it is specifically agreed in writing and signed by one of the Practice Partners. No agent or person employed by, or under contract with, the Practice has the authority to alter or vary in any way these conditions.

## **DISPENSING OF PRESCRIPTION DRUGS**

We are legally required to examine your pet every 6 months before we are able to dispense or prescribe POM-V category drugs. There will be a charge for this consultation.

Upon request we will supply a prescription as an alternative to Park Veterinary Centre dispensing drugs. There will be a charge for supplying the prescription.

## **EMERGENCY TREATMENT**

Our out-of-hours emergency treatment service is provided for us by a specialist practice based in Hemel Hempstead, called Vets Now which is a 15 minute drive from Watford.

Payment is made direct to Vets Now at the time of treatment and there will be a surcharge for this service over and above the normal costs.

Details of your pet's treatment are transferred to us the following morning to ensure complete clinical records are available to us.

## **HOME VISITS**

Home visits are available but will incur an extra charge. In an emergency it is usually in the best interests of your pet to be seen at the surgery.

## **VACCINATION AND OTHER TREATMENT REMINDERS**

Whilst we make every effort to send out reminders for vaccinations and other treatments the responsibility to attend or collect treatment at the appropriate time rests with the owner.

## **MAILINGS, EMAILS AND SMS**

When you registered as our client you were asked if you would like to receive mailings, emails and SMS notifications, and offers from us. Your preference is recorded on your client record. Should you wish to change your preference please email [masters@parkveterinary.co.uk](mailto:masters@parkveterinary.co.uk) or phone 01923 226554. Message and data rates may apply.

**Privacy Policy:** Your privacy is our priority and a copy of our Privacy Notice is attached to this e-mail.

M.S.Gardiner,BVSc,CertCHP,MRCVS

256 Cassiobury Drive, Watford, Herts, WD17 3PA.01923 223321.  
9 Katherine Place, Leavesden, Herts, WD5 0BT.01923 681261.

# Park Veterinary Centre

256 Cassiobury Drive, Watford, WD17 3PA

Tel: 01923 223321; fax 01923 218023.



## Fair Processing Notice for New Clients

We may send our clients the following marketing communications:

- Reminders for pet vaccinations and administering healthcare treatments.
- News information on animal welfare.
- Promotions and the latest related product offers.

If you do not wish to receive these marketing communications please speak to a member of the team, telephone 01923 226554, or reply to any marketing communications e-mail.

Our Privacy Notice gives full details of how we process your personal data. If you do not have a copy of our Privacy Notice please ask our reception team.



M.S.Gardiner, BVSc, CertCHP, MRCVS

Park Veterinary Centre provides veterinary services on its standard terms and conditions of business. A copy is available at the surgery or will be sent to you on request.

## Park Veterinary Centre Privacy Notice

This privacy notice tells you how Park Veterinary Centre will collect and process your personal data if you register as a client, purchase our services and products, and use our website.

### About Us

Park Veterinary Centre is an independent animal veterinary surgery in Watford. We protect the health and well-being of your pets, offering a range of services that include: diagnosing and treating sick and injured animals, advising owners on the right pet care, and providing a range of care related products for purchase.

### Who to contact regarding your personal data

We take your privacy seriously. Our Data Protection Manager looks after data protection and would be happy to answer any of your questions about this privacy notice and how Park Veterinary Centre uses your data. They can be contacted directly at Park Veterinary Centre, 256 Cassiobury Drive, Watford, Herts, WD173PA.

### The personal data we collect and process

There are four main ways we process the personal data you provide. We endeavor to keep this information accurate and up to date, and not keep it longer than is necessary.

#### 1. To administer your record as a surgery client

In order to provide our service effectively and ensure the best possible care for your pet, we need to collect and process the following personal data when we register you as a client.

Personal data type	How the data is collected
First name, Last name	As part of registering to be a client
Address	As part of registering to be a client
Phone numbers	As part of registering to be a client
Email address	As part of registering to be a client

This personal data will be used for the following services and purposes:

- To administer your record and provide the products and services you have requested from us. For example, billing, calling to change an appointment and to keep a record for legal and accounting purposes.
- To inform you by email of service information about the Practice. For example, notification of seasonal opening times or changes to out of hours availability.
- If we take a blood sample from your pet, we send the sample to our supplier and provide your surname and address for identification purposes only.
- If you decide to purchase our healthcare plan and pay by direct debit, you will also need to provide bank account details to set up and confirm your direct debit. This information is supplied to our Pet Health Club provider who will retain and process this information for as long as it is needed to provide your healthcare plan plus 7 years for accounting and legal purposes.

#### 2. To send you marketing communications as a surgery client

We may send our clients the following marketing communications:

- Reminders for pet vaccinations and administering preventative healthcare treatments.
- News information on animal welfare.
- Promotions and the latest related product offers.

Clients find these communications useful in administering care to their pets and to keep up to date with what is going on at the surgery. They are **only sent to existing clients who can opt-out at any time**.

The personal data that we process for these communications is first name, surname, address, email address and mobile phone number.

We would like our clients to enjoy these communications, so it is important to note that you can opt-out at any time by:

- Replying to any marketing communications email.
- Calling our team at the surgery on 01923 226554.
- Dropping into the surgery and speaking to a member of our team.

### **3. To share with veterinary related 3<sup>rd</sup> parties WITH your consent**

There will be occasions where we will need to ask for your consent to share your personal data with a 3<sup>rd</sup> party:

- If you would like your pet to be referred to a specialist veterinary surgeon, we will provide them with your pet's clinical history with your name and address to enable them to confirm your referral appointment.
- Should you wish to move to an alternative veterinary surgery, we will provide your pet's clinical history with your name and address to your new vets before closing your account.
- Should you wish to microchip your pet (not dogs), we register your name, address and contact number with the chip provider. Note that chipping dogs is a legal requirement and we share your personal data in this case under a legal obligation to do so.
- Should you wish to purchase a dog ID tag, we will provide your name for identification and your contact number for engraving to the dog tag provider.

Park Veterinary Centre will not pass on your personal data to any third parties without your consent unless the law requires us to do so. We do not provide any personal data to the suppliers of the medicines we administer, unless it is necessary for us to be able to purchase the medication, or the pet care products we sell.

### **4. When you use our [www.parkveterinary.co.uk](http://www.parkveterinary.co.uk) website**

When someone visits [www.parkveterinary.co.uk](http://www.parkveterinary.co.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things like the number of visitors to the various parts of the website. This information is processed in a way which does not identify anyone.

Park Veterinary Centre uses a third party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses (a number assigned to each of your devices connected to the internet by your broadband provider) of visitors to the Park Veterinary Centre website.

We provide contact forms on our website and collect users' personal information to help them complete certain tasks. Each form details the information required and an explanation of what the form is for. For general enquiries, once an enquiry has been dealt with, the data is deleted in line with Park Veterinary Centre procedures.

#### **Disclosure of personal data to our service providers**

We may pass on your personal data to service providers contracted to Park Veterinary Centre in the course of dealing with you. They act as a data processor on our behalf and are obliged under contract to keep your details secure, and only use them to fulfil the services they provide on our behalf. When they no longer need your data to fulfil this service, they dispose of it in line with Park Veterinary Centre procedures.

#### **How long do we process your data for?**

Park Veterinary Centre is required to retain information in accordance with the law, such as information needed for income tax and audit purposes.

In order to comply with our professional liability insurance, we keep and securely store past clients records. This includes full name, address, email address and telephone number, but excludes bank account details.

## Your rights as a data subject

At any point while we are in possession of or processing your personal data, you the data subject, have the following rights:

- *Right of access* – you have the right to request a copy of the information that we hold about you.

You can do that by telephoning 01923 226554 or by contact to Park Veterinary Centre, 256 Cassiobury Drive, Watford, Herts, WD173PA. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

Please note that you will need to provide proof of identity – a current passport or driving licence.

- *Right of rectification* – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- *Right to be forgotten* – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- *Right to restriction of processing* – where certain conditions apply to have a right to restrict the processing.
- *Right of portability* – you have the right to have the data we hold about you transferred to another organisation.
- *Right to object* – you have the right to object to certain types of processing such as direct marketing.
- *Right to object to automated processing, including profiling* – you also have the right to be subject to the legal effects of automated processing or profiling.
- *Right to judicial review*: in the event that Park Veterinary Centre refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

## Complaints

We take the processing of your personal data very seriously and are here to help with any concerns you may have. Please contact the Data Protection Manager at Park Veterinary Centre, 256 Cassiobury drive, Watford, Herts, WD173PA.

If you are still not happy with how your personal data is being processed by Park Veterinary Centre or how your complaint has been handled, you also have the right to lodge a complaint directly with the Information Commissioners Office at <https://ico.org.uk/concerns/> or by calling 0303 123 1113.