



Privacy Notice

Donaldson's Vets Ltd

August 2026

Version 2

This privacy notice tells you how Donaldson's Vets Ltd will collect and process your personal data if you register as a client, purchase our services and products, and use our website.

About Us

Donaldson's Vets Ltd is an independent animal veterinary surgery, our hospital is in Almondbury, Huddersfield. There are six further branches in Birchencliffe, Mirfield, Thongsbridge, Penistone, Shepley, and Sowerby Bridge. We protect the health and well-being of your pets and animals, 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 is happy to answer any of your questions about this privacy notice and how Donaldson's Vets Ltd uses your data. They can be contacted directly at admin@donaldsonsvets.co.uk or on 01484 421512.

Donaldson's Vets as Data Controller - the personal data we collect and process

For processes where Donaldson's Vets is the Data Controller, the following charts detail the process, its purpose, the personally identifiable information (PII) collected, and the Legal Basis on which it is collected. There are **seven** categories of processing that we undertake. We endeavor to keep this information accurate and up-to-date, and not keep it longer than is necessary.

1. Website. When you provide information to us via our website <https://donaldsonsvets.co.uk>

Process	Purpose	PII categories	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	What is the Legal Basis for processing?
1. Website			
New client registration - small animal only	To enable a new client to register with the practice online for small animals only	First name, last name, email address, home address, contact tel	Contract
Repeat prescriptions	To enable customers to order repeat medication for the patient	Name, address, phone, email	Contract
Insurance - terms and conditions & permissions form	To enable clients to acknowledge ts & cs and provide permission to the practice to speak directly to the insurance company on the customer's behalf	Name, email, address, signature	Contract
Client survey	To enable customers to feed back to the practice	Name, email	Legitimate Interests
Lost or missing pets	To enable owners of lost pets to be added to the register such that if pets are found and brought into the surgery, they may be contacted/reunited	Name, phone, email, photo of pet may contain image of owners or other PII	Legitimate Interests
Animal Health Advance Information Form for AHC paperwork	To enable customers to have the correct paperwork to travel with their pets - this is a form that expedites appointments requesting this service in that all relevant data is collated ahead of the appointment itself	Name, address, phone, email	Legal
Exotics pre-appointment questionnaire	To provide complex species information ahead of an appointment to help the vet prepare and expedite the appointment	First name, last name, email address, home address, contact tel	Contract

2. PetsApp. When you use PetsApp for a variety of functions including booking an appointment or paying us.

Process	Purpose	PII categories	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	What is the Legal Basis for processing?
2. PetsApp			
Book an appointment - via PetsApp inc reminders	To enable a client to make an appointment and to enter a reminder sequence	First name, last name, email address, phone contact number	Contract
Online chat	To enable the customer to IM the practice with miscellaneous messages	Whatever PII is in the message	Contract
Payments	To enable customers to make payments to Donaldson's	Name	Contract
Treatment reminders - treatments, compliance and appointments	To enable ongoing treatment reminders to be sent via SMS e.g. Worming, fleas and vaccinations	First name, last name, email address, phone contact number, postcode	Contract

3. Services. When you use our professional veterinary services.

Process	Purpose	PII categories	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	What is the Legal Basis for processing?
3. Services			
Create and manage a client record	To manage a client's account in the Merlin - MWI	Title, first name, last name, email address, home address, contact tel	Contract
Insurance claims - eclaim or form (not VetEnvoy)	To make an insurance claim from a form the customer provides	Full PII	Contract
Insurance claims VetEnvoy	To make an insurance claim directly from with VetEnvoy via Merlin - MWI	Full PII	Contract
Lab reports - external	To send samples to a lab for analysis	Name + Rabies - full PII (notifiable disease)	Contract Rabies Legal
Written prescriptions	To allow the customer to purchase drugs in a different place	Name, address	Contract
X-Ray inc dental	To take X-rays to assist with clinical diagnosis	Name	Contract
Ultrasound	To take ultrasounds to assist with clinical diagnosis	Name	Contract
CT scan - Almondbury only	To take CT scans to assist with clinical diagnosis	Name	Contract
Mobile MRI scanner - visiting (Burgess)	To take MRI scans to assist with clinical diagnosis	Surname	Contract
Hospital Sheets, Treatment forms, Consent forms	To monitor the patient's care while in hospital/branch and obtain the consent of the customer required for the treatment (medication or intravenous fluids etc) / procedure	Name, address, phone number, signature	Contract
Smartflow - IDEXX (Almondbury only) - patient management system	To provide around-the-clock control of patients and make patient management more efficient from admission to discharge	Name, phone, signatures	Contract
Send email to client via PMS (copy of invoice or clinical history - but could be other things)	To send clinical history, receipts, invoices & statements to customers on request	email address, name, tel, postal address (if invoice)	Contract

- 4. Referrals.** For Practice referrals inbound and outbound – for example when you move out of area, or you are referred to our specialist services by another vet

Process	Purpose	PII categories	Data Controller	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	Who is the Data Controller?	What is the Legal Basis for processing?
4. Practice Referrals				
Change of practice outgoing	To transfer a client record to another practice	Full PII	Donaldson's Vets is the existing DC Practice being referred to becomes the new DC	Consent
Change of practice incoming	To collect a client record from another practice	Full PII	Current practice is the existing DC Donaldson's Vets becomes the new DC	Contract
Referring out to a specialist	To transfer a client record to a specialist vet	Full PII	Donaldson's Vets Specialist being referred to	Consent
Referrals in from another practice - out of hours or to in-house specialist CT scan Behaviour consultations Animal rehab - ARC	To receive a client record from another vet to handle case load out of hours or for a case requiring specialist input	Full PII	Donaldson's Vets (inc ARC) Referring vet	Contract

- 5. Payments** made by cash or when there is aged debt.

Process	Purpose	PII categories	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	What is the Legal Basis for processing?
5. Payments			
Cash processing	To record cash transactions	Name and address	Contract
Debt collection	To recover debts	Full PII	Legitimate interests

- 6. When you buy Additional Services** from us such as arranging cremations.

Process	Purpose	PII categories	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	What is the Legal Basis for processing?
6. Additional Services			
Cremations - individual	To send a pet for cremation and have the remains returned	Surname	Consent

7. **Security.** There are various devices in use at our premises for purposes including keeping customers, staff and buildings/property safe

Process	Purpose	PII categories	Legal Basis
What is the process?	What is this process trying to achieve?	What PII is collected?	What is the Legal Basis for processing?
7. Security			
CCTV - Almondbury, Mirfield & Sowerby Bridge only	To secure the premises with CCTV - 24 hours	Visual moving images of anyone entering each premises and environs - no audio	Legitimate Interests
Ring device - Almondbury & Mirfield only	As a security measure and to facilitate out-of-hours visits with video/audio activation	Visual moving images and audio of anyone entering each premises and environs	Legitimate Interests
Phone recordings - all 7 branches	For safety and security, monitoring, training and regulatory purposes	Any PII that's in the audio	Legitimate Interests

Disclosure of personal data to our service providers

We may pass on your personal data to service providers contracted to Donaldson's Vets Ltd while providing a service to 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 Donaldson's Vets Ltd's procedures.

Donaldson's Vets as a Data Processor

Donaldson's Vets acts as a Data Processor for other service providers available via the practice including but not limited to Microchipping, The Pet Blood Bank Service and signing up for the Pet Health Plan. These relationships are fully documented, and we are committed to keeping all information we process about you secure, private and keep it no longer than is necessary.

How long do we process your data for?

We have fully documented via our Retention Policy how long we keep your data for all processes where we collect PII. This is actively managed by the practice.

Donaldson's Vets Ltd is required to retain information in accordance with the law, such as information needed for income tax and audit purposes.

To comply with our professional liability insurance, we keep and securely store past clients; records for seven years. This includes full name, address, email address and telephone number. No payment information is retained.

Legal bases explained

We are allowed to use your personal information for a range of reasons, called 'lawful bases'. These are:

1. **Contract.** We need to collect and use personal information in order to manage your account. We are unable to provide the service without this information.

2. **Legal obligation.** We may need to use your personal information to meet our legal obligations, for example if we need to process Animal Health Advance Information for AHC paperwork.
3. **Legitimate interests.** We rely on legitimate interests, for example, when we receive information from you about your lost or missing pet.
4. **Consent.** We need your express consent for a few processes, for example if you want us to share information with another vet if you are moving out of area.
5. **Vital interests.** Where the processing is necessary to protect someone's life.
6. **Necessary in the public interest.** There are times when we need to share information with government services and authorities.

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 request this via email: admin@donaldsonsvets.co.uk. 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 Donaldson's Vets Ltd 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 do contact the Data Protection Manager at admin@donaldsonsvets.co.uk or on 01484 421512.

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