

Rose Cottage Veterinary Centre

Chester Road, Sutton Weaver, Runcorn, Cheshire. WA7 3EQ
Telephone 01928 717581



Privacy Policy

Client confidentiality has always been important to us and so we have always been very careful about how we treat your information.

We hold limited information about you. This usually consists of your name, address, contact telephone numbers and, possibly, your e.mail address.

We have only the information you have provided us with, we have not bought your information from anyone.

We use your information to help us correctly identify your pet/animal in order to ensure each animal gets the proper care and treatment. We also use your information to contact you regarding your pet/animal.

We will never sell your information to anyone else.

We will only share your information in the following circumstances:

- a. If your pet/animal is referred to a specialist, in order to ensure appropriate treatment is provided.
- b. If you take your pet to another veterinary surgeon for treatment we will share your details and your pet's clinical notes with them, in order to ensure appropriate treatment is provided to your pet.
- c. With your insurance company to enable you to obtain settlement of a claim.
- d. If your pet is due for a vaccination we will give the printing company your name and address to send you a booster reminder. They will only use the information to send you a booster reminder. Please contact us in your preferred way should you no longer wish to have reminders sent and we can stop sending them.
- e. If we insert a microchip into your pet we will send your details to the microchip company so that your pet is properly registered and can be returned to you if lost or stolen.
- f. If you sign up to our health plan we will share your details with the health plan administrators so that they can organise your direct debits.
- g. If samples are sent to a laboratory we will send enough information to be able to properly identify the results when they are returned, so we may send part of your address. This is done to ensure that your pet/animal gets the appropriate care and treatment.
- h. If we are legally required to do so.

If you ever have any concerns please do not hesitate to contact us.

Jennifer Quayle, B.V.Sc, M.R.C.V.S.

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