



## **Terms and Conditions**

Thank you for entrusting the care & attention of your pet or business to Dunnydeer Veterinary Group. Detailed below are our Practice Terms & Conditions. Please ask for further explanation or clarification if required.

### **Surgery Opening times**

The practice is open

**Monday to Friday from 8-30am – 6.00pm,**

**Saturday 9am – 12noon.**

Consultations are by appointment only, except in the case of an emergency. Should you have an emergency please contact us by telephone first to get appropriate advice. We can be contacted on **01464 820235**

### **Out of Hours Service**

Our out of hours' service is only available for emergencies. We can be contacted by calling the usual number 24 hours a day. There is a surcharge for seeing your pet out of hours.

The calls are diverted to the duty veterinary surgeon. If they are busy at that time you can leave a message on their answerphone. Your number is not automatically stored on our system so you must leave a contact telephone number so we can call you back as soon as possible. In the rare event you are not contacted within 30 minutes please call again.

Hospitalised pets are not monitored constantly whilst the office is closed. The duty vet will use their professional judgement to examine and treat the animal as frequently as each individual clinical condition merits.

### **Costs**

All fees, food, shop sales & drugs are subject to VAT. Fee levels are determined by the time spent on a case & according to the drugs, materials, consumables, & diets used. You can receive a detailed invoice for every consultation, surgical procedure & transaction with us. If the pet is registered with us we assume the registered owner is liable for any fees incurred in the diagnosis and treatment of your pet. If the pet is not registered, then the person presenting the pet to us will be held liable for all costs. If the person presenting the pet is under 16 we will need consent from an appropriate adult before doing anything other than immediate first aid.

### **Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of goods. You may settle the account using cash, cheques or credit card/debit card – MasterCard, Visa, Delta, Switch, or bank transfer.

## **Estimates of Treatment Costs**

We will endeavour to provide an estimate for the probable costs of a course of treatment when requested. Any estimate given can only be approximate. Often a pet's illness will not follow a conventional course and unforeseen expense may occur. We will endeavour to discuss additional costs at our earliest opportunity depending on your pet's safety. Please note that for patients which require long term hospitalisation we will endeavour to provide account updates daily, upon request.

## **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 staff. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of a Partner.

## **Account**

Should it be necessary to send an account, and it is not settled within 28 days, then a reminder will be sent which may include an additional accounting fee in respect of administrative costs incurred. After due notice to you the client, overdue accounts may be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. Referral to a debt collection agency may affect your credit rating. 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.

## **Home Visits**

In most cases your pet will receive better treatment if it is brought to our surgery, where we have the equipment and staff to attend to them. If, however, it is necessary to see the pet at home we can arrange a house visit at a convenient time. There will be an additional charge for this.

## **Responsible pet ownership and pet health insurance**

We believe in responsible pet ownership. This includes appropriate diet and exercise, vaccination, and parasite control for your pet along with a means of permanent identification. Our nurses and vets will be happy to give you advice on the best methods of achieving this. We have a practice plan available to spread the costs of routine care across the year. A brochure is available at reception. We send out vaccine reminders as a courtesy, however it is the owners' responsibility to ensure their pets are kept up-to-date.

We strongly support the principle of insuring your pet against unexpected illness or accident. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company. We will endeavour to complete and submit to the insurance company an insurance claim within 2 weeks of presentation of the form. Direct payment by the insurance company to the practice will only be allowed with prior permission of a Partner and after payment of the excess. Please note if insurance companies fail to cover veterinary treatment, the debt incurred will be subject to full payment by the client.

## **Dispensing of Drugs**

We can only prescribe POM-V medicine for animals under our care. We define “under our care” as having seen your pet in the previous 12 months.

You can order repeat prescriptions by phoning the usual number. Please allow us at least 2 weekdays to get the prescription approved by a vet and dispensed. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. The general policy of this practice is to re-assess any animal requiring repeat prescriptions at least once every 6 months, however in more complicated/unstable cases re-examinations will be more frequent depending on the professional judgement of the veterinary surgeon managing that case.

Written prescriptions are available from this practice on request. There is a charge for this service. A prescription may not be appropriate for inpatients or where immediate treatment is required. We cannot dispense drugs for animals not under our care without a valid prescription from another veterinary surgeon.

## **Ownership of Records, X-Rays & Similar Documents**

Clinical records of your pet are made and retained by us. The care given to your animal may involve making some specific investigations, for example taking blood samples, X-Rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations & interpreting their results, the resulting records and images, remain the property of the practice. Case records can be copied and, on request, can be passed to another veterinary surgeon taking over the case. There may be a charge incurred for copying any veterinary records and documentation.

## **Second opinions, external consultants and specialist referrals**

Specialist consultants are available at a number of universities, colleges and referral centres. We will recommend these where appropriate and discuss the benefits and cost involved.

We have a number of complimentary therapists who we may refer you to when appropriate, for example physiotherapy. Fees incurred after a referral are the owners responsibility.

Should you feel you would like another opinion on your pet's illness please ask. We are always happy to arrange a second opinion with another vet within the practice or referral to a specialist elsewhere.

## **Data protection and Privacy Policy**

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be used, stored, processed, and/or transferred by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it and your rights with respect to it.

### **What personal data we collect from you**

We will collect and process the following data about you:

#### **Personal data you give us.**

This is data about you that you give us by filling in forms or by corresponding with us by phone, e-mail, in person or otherwise. It includes data you provide for the purpose of providing our services to you, register with us, interact with our accounting and fee-paying systems, enter a survey or

competition, or communicate via social media sites. The data you give us may include your name, address, e-mail address and phone numbers, financial and credit card information, date of birth, names and details of animals owned by you or in your care, details of other service providers and referring vets that you interact with, insurance details and other information pertinent to the provision of our services.

### **Personal data we receive from other sources.**

This is data we receive about you from referring vets or other service providers. This data may include your name, address, e-mail address and phone numbers, financial and credit card information, date of birth, names and details of animals owned by you or in your care, details of other service providers and referring vets that you interact with, insurance details and other information pertinent to the provision of our services.

### **How we use the personal data collected**

We use data held about you in the following ways:

#### **Personal data you give to us.**

We will use this data:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.
- to notify you about changes to our service, our terms and conditions or our policies.

**Data we receive from other sources.** We will combine this data with data you give to us and data we collect about you. We will use this data and the combined information for the purposes set out above (depending on the types of data we receive).

### **Our Legal Basis for processing your personal data**

- It is necessary for us to process your personal data for performance of the contract between us in relation to the services you have asked us to provide.
- In certain circumstances, we process your personal data after obtaining your consent to do so for the purposes of sending you marketing communications, inviting you to events and professional development courses, keeping you informed of Practice news and notifying you of changes within the Practice.

### **How long we keep your personal data**

We will keep your personal data as set out below, or as necessary for conducting the business of providing the services to you and completing any contract with you:

- In accordance with the requirements and recommendations of HM Revenue and Customs.

- In accordance with the requirements and recommendations of the Royal College of Veterinary Surgeons (RCVS)
- In accordance with the requirements and recommendations of the Veterinary Defence Society (VDS).

### **Disclosure of your personal data**

You agree that we have the right to share your personal data with:

Veterinary surgeons, business partners, suppliers and sub-contractors who act on our behalf for the performance of any contract we enter into with you or for the purpose of communicating with you.

Referral veterinary surgeons or other practitioners which we refer your animal to, or which are taking over your care.

Insurance companies for the purpose of making a claim.

### **Where we store your personal data**

Your digital data is stored on a cloud-based server connected to our practice management software, which is provided and secured by MWI animal health U.K. It is not shared electronically outside the practice unless it is for any of the purposes described above.

Paper credit card information is kept in a locked container.

### **Your rights**

You have a number of rights when it comes to your personal data. Further information and advice about your rights can be obtained from the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

<b>Rights</b>	<b>What does this mean?</b>
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The right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we're providing you with the information in this Notice.
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The right of access	You have the right to obtain access to your personal data (if we're processing it), and certain other information (similar to that provided in this Privacy Notice) free of charge, except where your requests are manifestly unfounded or excessive, particularly if it is repetitive, in which case we may charge a reasonable fee or refuse to respond. If we refuse, we will write to you explaining why. We will provide the data within one month of receipt of your request, except where the request is complex or numerous. In this case we will respond to you within one month advising you of this. This right is to allow you to be aware of and verify the lawfulness of the processing.
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The right to rectification	You are entitled to have your personal data rectified if it is inaccurate or incomplete. We will respond within one month of receipt of your request for rectification, unless the request is complex. If we refuse to rectify your personal data, we will write to explain why.
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The right to erasure

This is also known as ‘the right to be forgotten’ and, in simple terms, enables you to request the deletion or removal of your personal data. This is not a general right to erasure; it only applies in these specific circumstances:

- The personal data is no longer necessary in relation to the purpose for which it was originally collected.
- When you withdraw consent.
- When you object to the processing of your personal data and there is no overriding legitimate interest to continue the processing.
- The personal data was unlawfully processed.
- The personal data has to be erased in order to comply with a legal obligation; and
- The personal data is processed in relation to the offer of information society services to a child.

In addition, there are exceptions which include where the personal data is processed for the following reasons:

- To exercise the right of freedom of expression and information.
- To comply with certain legal obligations.
- For public health purposes; and
- Exercise or defence of legal claims.

The right to restrict processing

You have rights to ‘block’ or suppress further use of your personal data. When processing is restricted, we can still store your personal data but will not process it. We keep lists of people who have asked for further use of their personal data to be ‘blocked’ to make sure the restriction is respected in future. We will inform you if we decide to lift a restriction on processing.

The right to data portability

You have rights to obtain and reuse your personal data for your own purposes across different services. For example, if you decide to switch to a new provider, this enables you to move, copy or transfer your information easily between our IT systems and theirs safely and securely, without affecting its usability. This only applies if your data is processed by automated means and is technically feasible with our IT systems. It is provided free of charge. We will respond to such request within one month, unless the request is complex.

The right to object to processing

You have the right to object to processing for direct marketing (which we do only with your consent) and also to processing which is carried out for the purposes of our legitimate interests.

The right to lodge a complaint

You have the right to lodge a complaint about the way we handle or process your personal data with the Information Commissioner’s Office.

The right to withdraw consent      If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful). This includes your right to withdraw consent to us using your personal data for marketing purposes.

### **Complaints & Standards**

We hope that you never feel the need to complain about the standards of service received from Dunnydeer Veterinary Group. However, if you feel there is something you wish to discuss, please contact the partners (Aileen MacArthur or Chris Solomon) on the usual phone number. 01464 820235

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 these conditions in anyway.