



 info@cotswoldcatclinic.co.uk

 www.cotswoldcatclinic.co.uk

 01386 240220

 VAT 487 8871 11

The Cotswold Cat Clinic Privacy Policy

This privacy notice tells you how the Cotswold Cat Clinic will collect and process your personal data if you register as a client, purchase our services and products, visit or call our clinics and/or use our website.

We understand the importance of looking after the Personal Information that you provide, and this notice sets out what Personal Information we collect, why we need to collect it, how we will use it and how long we will store it for.

We will keep our Privacy Policy under regular review and we publish any updates on this website.

Contact details

Cotswold Cat Clinic is an independent veterinary practice owned by Andrew and Catherine Barwise. We are a limited company registered in England and Wales with company number 160474498.

Our clinic address is:

Cotswold Cat Clinic, Sycamore Drive, Honeybourne, WR11 7AE

Who to contact regarding your personal data

If you have any questions on how Cotswold Cat Clinic uses this data you can contact the Data Protection manager who will be happy to answer any questions about this Privacy notice.

They can be contacted directly by emailing info@cotswoldcatclinic.co.uk or calling 01386 240220.

We recognise the importance of keeping your personal data safe and we have in place security measures and policies to prevent personal data from being lost, used or accessed without our permission. We limit access to your Personal Information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

The personal data we collect and process

We will process your Personal Information in so far as it is necessary for the performance of our contract with you to provide veterinary services. This will involve using your Personal Information to provide you with our products and services and to send you information related to the services we provide to you including appointment and vaccination reminders. You can choose how you would like to receive these communications by post, email or SMS. Please call or email the practice if you would like to change how you receive reminders.

We process the personal data you provide in order to keep this information accurate and up to date, and not to keep it longer than is necessary.

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

- Name: So that we can identify You and personalise our communications with You.
- Address: So that we can identify You, register your animal with your chosen practice, send reminders and anniversary notifications, correspondence and information about our services directly to you and send information about local animal health issues.
- Email address: So that we can contact you about your Animal, send reminders about your appointments, vaccinations, flea or worming treatments or correspondence about our service and animal health issues. To send Healthy Cat Plan anniversary notifications and payment failure notifications.
- Mobile number: So that we can contact you about your Animal, send reminders about your appointments, vaccinations, flea or worming treatments and or correspondence about our service and animal health issues. So we can contact you about your preventative health plan.
- Telephone number: So that we can contact you about your Animal and your preventative health plan membership.
- Bank, debit or credit card details: So that we can receive your monthly preventative health plan payments or pay veterinary fees.

Please remember to let our team know if any of the above information changes as soon as possible so that we have up to date records. Our staff will ask you to confirm your records are up to date on a regular basis.

Marketing communications

In addition to our contractual services, we would like to process your Personal Information with your consent to send you information about other products and services available from the Practice. You can change your mind at any time and unsubscribe or subscribe by talking to staff in our practice, following the links on any marketing emails you receive or emailing the clinic at info@cotswolcatclinic.co.uk or calling 01386 240220.

Sharing your information

We are required to share your Personal Information in certain circumstances to ensure that we are able to provide you with services, obtain payment or correspond with your insurance provider. In each case we will only share the data necessary for the purpose and it will only be in relation to the specified purpose. Each third party is required to have in place comparable data security measures and to be fully compliant with the terms of the General Data Protection Regulations.

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

- **Referral practices**
When we refer an animal to a referral hospital or specialist, we need to share relevant information to arrange appointments, tests, treatments and services. We will provide them with your cat's clinical history with your name and address, phone numbers and email address to enable them to confirm your referral appointment.
- Should you wish to move to an alternative veterinary surgery, we will provide your cat's clinical history with your name and address, phone numbers and email address to your new vets before closing your account. This is part of our professional conduct obligations from the Royal College of Veterinary Surgeons.
- When microchipping your cat, we register your name, address and contact numbers and email address with the chip provider.
- Review companies that may invite you to review the service we have provided
- Regulatory bodies, government departments or agencies and law enforcement bodies where we believe that we're required to disclose such information due to legal requirements or to protect your interests or those of any third party
We may be asked to provide: Your name, your address, your email address, mobile number, telephone number, location information, bank, debit or credit card details, insurance policy number.
- Laboratories and Animal Crematoria so that we can arrange tests, treatments and services and obtain results on your behalf. We may be asked to provide: Your name, your address
- Your insurer so that we can obtain permission to perform certain investigations and treatments at their expense. To arrange payment for investigations and treatments provided. We may be asked to provide: Insurance policy number, your name, your address

- Banks and payment service providers so that we can deal with payments for the appointments, services, treatments and goods provided. To make refunds. We may be asked to provide: Your name, your account details, your address
- Credit reference and fraud prevention agencies
We may share your personal information with and obtain information about you from credit reference agencies or fraud prevention agencies. We may be asked to provide: Your name, your address.
- Debt collection agencies
If you fall behind with payments for the services we provide, we may engage a debt collection agency to recover the debt on our behalf. We may be asked to provide: Your name, your account details, your address
- Email providers, printers and mailing houses so that we can send you reminders, administrative information relating to the way we provide services to you, information about animal health issues relevant to you and marketing communications if you have consented to receiving them. We may be asked to provide: Your name, your address, your email address
- Any other third party where you have consented to such disclosure.

Cotswold Cat Clinic will not pass on your personal data to any third parties without your consent unless the law or our professional obligation requires us to do so. We do not provide any personal data to the suppliers of the medicines we administer or the pet care products we sell.

When you use our www.cotswoldcatclinic.co.uk website

We use cookies to help the functionality of our website. Some of the [cookies we use](#) are essential for the site to work. We also use some non-essential cookies to collect information for making reports and to help us improve the site. The cookies collect information in an anonymous form.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

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 Cotswold Cat Clinic's procedures.

Disclosure of personal data to our service providers

We may pass on your personal data to service providers contracted to Cotswold Cat Clinic 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 Cotswold Cat Clinic's procedures.

VetSuccess provides our preventative health plan: The Chocolate Factory, Keynsham, Bristol, BS31 2AU

Data retention

We will keep your Personal Information for as long as you are a client of our Practice and thereafter for as long as any legal claim may be made against the Practice or our colleagues and for as long as is required to comply with our legal and regulatory requirements including to the HMRC and RCVS.

Your rights

Your right of access – you have the right to request a copy of the information that we hold about you. You can do this by submitting a written request to the Data Protection Manager Unit D, Sycamore Drive, Honeybourne, WR11 7AE. 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.

Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to erasure – 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 to data 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.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) [Information Commissioner's Officer](#)

If you would like to exercise any of your rights, please contact a member of the Cotswold Cat Clinic team using the contact details at the top of this Privacy Notice. If you make a request we must respond to you without undue delay and in any event within one month unless the request is complex or multiple. In order for us to deal with your request efficiently, please provide:

- sufficient information to allow us to identify you
- evidence of your identity and your address (for example, a copy of your driving licence or
- passport)
- as much information about your request including, if applicable, dates, specific documents or animal names.

Complaints

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of the privacy notice

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

This Privacy Policy was last updated on 14th August 2025.