

Privacy Policy

Welcome to the website of VETUP, which is part of IVC Evidensia. This policy explains how we collect, use, and protect information about you, who we may share it with, and the rights you have. Our policy covers most of the ways in which you will interact with us, through the website, in our practices, on social media, or through our apps.

If we need to use your personal data in different ways, or for reasons not covered by this notice, we will let you know. We will also update this policy from time to time.

1. Who are we?

VETUP is the data controller within the meaning of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. Our company is a member of the IVC Evidensia group.

Personal data processed by any group company will also be made available to other group companies where necessary – for example, to provide or support our services to you, where we are subject to a legal obligation, or where you have given us your consent.

IVC Evidensia has appointed a Data Protection Officer. If you have any questions about this notice, including any request to exercise your rights, please contact them:

- By post: IVC Evidensia, Data Protection Officer, The Chocolate Factory, Keynsham, Bristol, BS31 2AU, United Kingdom; or
- By e-mail: privacy@ivcevidensia.com.

Other data controllers

When you use our websites and click on external links, or visit our social media pages, your personal data may also be processed by the providers of these services - e.g. Meta (Facebook) or Twitter. These sites will collect other information about you for their own purposes, independent of the IVC Evidensia group.

When also using the data it collects, the IVC Evidensia group may also be jointly responsible with the other company for determining how and why your personal data is used, and for ensuring that it is protected.

2. What do we collect, how and why?

Most of the personal data we collect comes directly from you, when you use or request services from us, or when you contact us. Technical information is generated when you use our website, apps or other online services.

The data we collect may include:

- Contact details such as your name and address, including email address and social media account information if you contact us in this way, as well as information about your place of residence if we refer you to local services;
- Information about services you have used or requested, customer service information such as compliments or complaints, opinions and survey responses, contact preferences, and information our employees may record when providing services to you or your pets. This may also include recording calls you make to some of our services;
- Financial information, including payments made, account and credit status; and
- Information about how you use our websites and online services, including social media pages, including technical identifiers such as cookies (more information [here](#)).

We will collect this data in order to:

- To provide the services that you use or have requested, and to manage their payment in connection with the performance of the contract with you;
- To improve the services we provide to you and other customers, including by collecting your feedback through surveys, as part of our legitimate business interests;
- To manage our online and other services in an efficient and secure manner, within the framework of our legitimate business interests and legal obligations to you;
- To meet legal or regulatory obligations, such as preventing or detecting crime, including for the purpose of protecting animal welfare; and
- With your consent, so that we can provide you with information about products and services that may be of interest to you.

If you do not want us to use some of your personal data, we may not be able to provide you with services, such as payment data or contact details.

We do not normally collect or use data that falls into "special categories", such as religion, sexuality or health-related data.

3. Who we share your personal data with

In addition to using service providers to support our business, we may share information with other separate organizations that are also data controllers. This may include:

- Veterinary Authorities;
- Other veterinary specialists, laboratories and service providers and animal health agencies, where the personal data cannot be anonymised or is necessary for other reasons;
- Insurance and other professional and legal advisors;
- Debt Collection Agencies;
- Law Enforcement, Fraud Prevention Agencies and Other Public Authorities; and
- Businesses approved by you (such as social media sites);

In the event of an outsourcing, sale or merger of part of our business, and where permitted by law, we will share your data with the new provider so that the services can continue to be provided to you. They may use your personal data in the same way as described in this policy. We will, of course, inform you of any such changes and give you the opportunity to opt out of having your data shared with a new provider.

4. International Transfers

IVC Evidensia is a multinational company and some of our business processes may take place outside of your country. We ensure that your data continues to be protected to the same standards:

- Ensure that the country of destination has been recognized as providing an adequate level of protection;
- Ensure that regulatory approved contracts are in place to protect your data and rights.

IVC Evidensia in Europe and the UK currently uses service providers in the following countries/regions:

- The United Kingdom (UK), benefiting from an adequacy decision;
- European Union (EU) / European Economic Area (EEA);
- The United States of America (USA), benefiting from an adequacy decision; and
- India, for which the processing is governed by the standard contractual clauses of the European Commission

5. Ensuring the security of your personal data

We have security and other measures in place to protect your data and limit how it can be accessed or used, as well as to identify and address suspected personal data breaches and other security threats.

We limit access to your personal data to those employees, agents, contractors, and service providers who have a need to know. They will only process your personal data on our instructions and are subject to a duty of confidentiality and other contractual conditions to protect your data.

6. Data Retention

We will retain your data for as long as reasonably necessary to fulfil the purposes for which we collected it, including to meet legal, regulatory, tax or reporting requirements.

7. Control of your own information

Under UK and EU data protection law, you have certain important rights. In summary, these rights are as follows:

- Request information about how we use your data;
- Request a copy of your personal data;
- Request that we correct any inaccurate personal data;
- request that we not make automated decisions based on your data (don't worry, we don't);
- Request deletion of your data;
- Once you have been asked for your consent and given it to us, you can withdraw it;
- Request the cessation of the processing of all or part of your data; and
- request that we transfer elements of your personal data to another service provider.

Some of these rights may be limited in certain circumstances or may be subject to exemptions. If you wish to exercise your rights or make a complaint, please fill out a [rights request form](#) or contact us at privacy@ivcevidensia.com.

If we are unable to resolve a complaint as you wish, you may also lodge a complaint with your [local supervisory authority](#).