

Society of Practising Veterinary Surgeons (SPVS) Ltd Privacy Notice

This privacy notice tells you how SPVS Ltd will collect and process your personal data if you join as a member, purchase our services and products, use our website and consent to our marketing communications.

About Us

SPVS Ltd is a not-for-profit organisation that represents a diverse proportion of the veterinary industry, attracting members such as partners, directors and assistants, employers and employees, new graduates and those with years of experience, as well as non-vet members with an interest in the success of veterinary practice. The society strives to be the voice of the practising profession and provides advice, guidance and support for veterinary practices, with the primary focus being to promote high standards in business management, client and patient care, animal welfare and ethics, as well as quality of life for employees

Who to contact regarding your personal data

We take your privacy seriously. Our Data Protection Manager looks after data protection and would be happy to answer any of your questions about this privacy notice and how SPVS Ltd uses your data. They can be contacted directly at office@spvs.org.uk or on 01926 840318.

The personal data we collect and process

There are 4 main ways we process the personal data you provide. We endeavor to keep this information accurate and up to date, and not keep it longer than is necessary.

1. To administer your account as a SPVS member

In order to provide our service effectively, we need to collect and process the following personal data when we register you as a member.

Personal data type	How the data is collected
First name, Last name	As part of registering to be a member
Qualifications	As part of registering to be a member
Address	As part of registering to be a member
Phone number	As part of registering to be a member
Email address	As part of registering to be a member
Year qualified	As part of registering to be a member
Whether you are a member of BVA	As part of registering to be a member
Job Title	As part of registering to be a member
Practice Name	As part of registering to be a member

This personal data will be used for the following services and purposes:

- To administer your membership and provide the products and services you have requested from us. For example invoicing and to keep a record for legal and accounting purposes.

- To inform you by email of service information about member benefits and services.
- If you decide to pay by direct debit, you will also need to provide bank account details to set up and confirm your direct debit.

2. To share with related 3rd parties WITH your consent

SPVS Ltd will not pass on your personal data to any third parties without your consent unless the law requires us to do so. We do not provide any personal data to the suppliers of our membership offers.

3. To send you marketing communications IF we have your consent

We send our members the following marketing communications:

- Details of our CPD events
- Details of our membership benefits.

The personal data that we process for this service is name, address, email and mobile phone number.

We would like our members to enjoy these communications, so it is important to note that consent can be withdrawn at any time by:

- Clicking the 'Unsubscribe' link in any marketing communications email.
- Calling our team at the SPVS office on 01926 840318

4. When you use our www.spvs.org.uk website

When someone visits www.spvs.org.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things like the number of visitors to the various parts of the website. This information is processed in a way which does not identify anyone.

We use cookies, which are small text files that are placed on your computer when you visit. We do this to make our website work more efficiently and to promote our news, products and services on social media. Visit www.spvs.org.uk to manage your cookie settings and view more information on how we use them and why.

SPVS Ltd uses a third party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses (a number assigned to each of your devices connected to the internet by your broadband provider) of visitors to the SPVS Ltd website.

We provide contact forms on our website and collect the 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 SPVS Ltd procedures.

Disclosure of personal data to our service providers

We may pass on your personal data to service providers contracted to SPVS Ltd 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 securely, 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 the details in line with SPVS Ltd procedures.

How long do we process your data for?

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

We will only process your personal data whilst you are a member. When a member resigns we will terminate the membership and archive the data.

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 do that by visiting www.spvs.org.uk/request or by calling 01926 840318. 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 – passport, driving licence or birth certificate.

- *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 SPVS 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 office@spvs.org.uk or 01926 840318.

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