SPVS Privacy Notice

Society of Practising Veterinary Surgeons (SPVS) Ltd

Effective date: 01/11/2026
Version: 4
Last reviewed: 31/10/2026

1. About this Privacy Notice

The Society of Practising Veterinary Surgeons (SPVS) Ltd ("SPVS", "we", "us" or "our") respects your privacy and is committed to protecting your personal data.
This Privacy Notice explains how we collect, use, store and protect personal data when you:

- become or are an SPVS member;
- purchase or use our products, services, courses or events;
- register for Congress, CPD, webinars or other SPVS activities;
- enter or participate in SPVS awards;
- contact us or submit an enquiry;
- use the SPVS website;
- sign up to receive our newsletters or other communications; or
- use member tools on the SPVS website, such as the CMA Readiness Planner;
- otherwise interact with SPVS.

It also explains your rights in relation to your personal data and how you can exercise them. SPVS will regularly review this Privacy Notice and update it when our use of personal data changes or when there are relevant changes to data-protection requirements.

2. Who we are and how to contact us

SPVS Ltd is the data controller responsible for your personal data.

Society of Practising Veterinary Surgeons (SPVS) Ltd
Registered in England and Wales No 9235623
Registered office: First Floor Office, 3 Hornton Place, Kensington, London, W8 4LZ
Email: **office@spvs.org.uk**
Telephone: 01926 840318

If you have any questions about this Privacy Notice or how we use your personal data, please contact us using the details above.

SPVS's Data Protection Manager is responsible for overseeing data protection and can be contacted at **office@spvs.org.uk** or on **01926 840318**.

3. What personal data do we collect?

The personal data we collect depends on how you interact with SPVS.

Membership

If you become an SPVS member, we may collect:

- first name and surname;
- contact address;
- email address;
- telephone or mobile number;
- job title;
- practice or organisation name;
- professional qualifications;
- year qualified;
- membership information, including relevant membership categories;
- information about other professional memberships where relevant to your SPVS membership;
- payment and invoicing information; and
- other information you provide to us as part of your membership.

Where you choose to pay by Direct Debit, we will also collect the bank account information necessary to establish and administer the payment.

Events, courses and other services

When you register for or purchase an SPVS event, course, webinar, publication, product or other service, we may collect information such as:

- your name and contact details;
- your practice or organisation;
- job title or professional role;
- booking and attendance information;
- payment and invoicing information;
- dietary or accessibility requirements where relevant to an event;
- information needed to administer a course or programme; and
- other information you provide to us in connection with the service.

Enquiries and other communications

If you contact SPVS, we may keep a record of your correspondence and any information necessary to respond to your enquiry or provide the service you have requested.

Website

When you use the SPVS website, we may collect technical information such as your IP address, browser and device information and information about how you use the website.

We use cookies and similar technologies. Further information is provided in our Cookie Policy.

Member tools, including the CMA Readiness Planner

SPVS provides some tools in the members' area of our website that members use to record information about their own practice. The first of these is the CMA Readiness Planner, which helps practices prepare for the Veterinary Services Market Investigation Order 2026.

When you use a member tool, we hold:

- your login and account details, and technical information about your use of the tool, such as when your record was last saved; and
- the information you and your colleagues enter into the tool for your practice. This may include personal data about people who work at your practice, such as names, job titles, work email addresses and professional qualifications, as well as business information such as prices, plans and policies.

SPVS does not access, use, analyse, combine or share the information you enter into a member tool, except where you ask us to (for example, to help with a technical problem), where this is needed to keep the service secure and working, or where the law requires it. In particular, we do not view or compare practices' prices or other commercially sensitive information.

For the information you enter, your practice decides what is recorded and why. SPVS stores it on your practice's behalf, as set out in the CMA Readiness Planner Terms of Use. Please do not enter information about clients or animal owners into a member tool.

Information from other sources

In some circumstances, we may receive personal data from third parties, for example:

- your practice or organisation;
- an organisation arranging an event or service on your behalf;
- payment providers;
- event or course platforms;
- service providers supporting our membership or communications systems; or
- publicly available sources where this is appropriate and lawful.

Where we obtain personal data from another source, we will provide the relevant privacy information as required by data-protection law.

4. How we use your personal data

We only collect and use personal data where we have a lawful basis for doing so. The lawful basis we use will depend on why we are processing your information.

Administering your membership

We use your personal data to:

- process and administer your membership;
- maintain your membership records;
- provide member benefits and services;
- communicate with you about your membership;
- process payments and invoices;
- maintain appropriate financial and accounting records; and
- provide support and respond to membership enquiries.

The main lawful basis for this processing is **performance of a contract**, where processing is necessary to provide your membership and associated services.

We may also rely on **legal obligation** where we are required to retain or process information to comply with the law, for example in relation to financial and accounting records.

Providing products and services

We use personal data to provide products and services that you have requested or purchased from us, including events, courses, webinars, publications and other SPVS activities.

The main lawful basis for this processing is **performance of a contract**.

Managing events and courses

We use information provided when you register for an event or course to:

- administer your booking;
- communicate important information about the event or course;
- manage attendance;
- provide course materials and related services;
- administer certificates or other course requirements where applicable;
- manage dietary or accessibility requirements where necessary; and
- evaluate and improve our events and courses.

Depending on the circumstances, the lawful basis will generally be **performance of a contract** or **legitimate interests**.

Where we need information about dietary, accessibility or other requirements that may constitute special category personal data, we will only process it where an appropriate additional legal condition applies.

Providing member tools

We use your account details and technical information to provide member tools, keep them secure and help you if something goes wrong. The main lawful basis for this is performance of a contract, as the tools are a benefit of membership.

We store the information you enter into a member tool only so that we can provide the tool to you. We do this on your practice's behalf and in line with the tool's terms of use, and we do not use it for any other purpose.

Responding to enquiries

We use personal data to respond to enquiries and provide information or assistance.

Depending on the nature of the enquiry, the lawful basis may be **legitimate interests**, **performance of a contract**, or taking steps at your request before entering into a contract.

Financial and legal administration

We may process personal data to:

- maintain financial and accounting records;
- process payments;
- recover outstanding amounts;
- meet tax and other legal obligations;
- establish, exercise or defend legal claims; and
- comply with other legal or regulatory requirements.

The lawful basis may be **legal obligation**, **performance of a contract** or **legitimate interests**, depending on the circumstances.

Improving our services

We may use information about how members and other users interact with SPVS to understand how our services are being used and to improve our membership, events, courses, website and communications.

Where appropriate, we will use aggregated or anonymised information so that individuals are not identifiable.

The lawful basis may be **legitimate interests**, where we have considered that our interests are not overridden by your rights and interests.

Marketing and promotional communications

SPVS may send information about:

- SPVS events and CPD;
- courses and educational opportunities;
- membership benefits;
- publications and resources;
- SPVS news and activities; and
- other products or services that may be relevant to you.

Direct marketing is subject to applicable data-protection and electronic-communications rules.

Where consent is required, we will ask for it and keep a record of your consent. Where we rely on another lawful basis, we will ensure that the relevant legal requirements are met.

You have an **absolute right to object to direct marketing at any time**. (ICO)

You can unsubscribe from marketing emails using the unsubscribe link provided in the communication or by contacting SPVS at **office@spvs.org.uk**.

Please note that opting out of marketing communications does not prevent us from sending essential service or administrative communications, such as information about your membership, an event you have booked or an outstanding payment.

5. Who we share your personal data with

We do not sell your personal data.

We do not share the information you enter into a member tool with anyone, other than the service providers who host and maintain the tools for us. They act only on our instructions.

We may share personal data where necessary to provide our services, administer SPVS or comply with our legal obligations.

We may share limited information about your membership with selected SPVS partners where this is necessary to provide or administer a member benefit, such as a partner discount, or to manage the SPVS partnership. Where we rely on legitimate interests for this processing, we will ensure that the sharing is proportionate, limited to the information necessary for the relevant purpose and subject to appropriate safeguards.

Service providers

We use trusted third-party organisations to provide services on our behalf. These organisations may process personal data as our data processors.

Depending on the services SPVS uses, these may include providers of:

- membership and database systems;
- email and communications platforms;
- payment and Direct Debit services;
- accounting and financial services;
- website hosting, maintenance and security;
- event and booking systems;
- webinar and online meeting platforms;
- survey platforms;
- learning and course platforms;
- cloud storage and IT services; and
- other systems required to operate SPVS.

Where a supplier acts as a data processor on our behalf, we require it to process personal data only in accordance with our instructions and to maintain appropriate security and confidentiality.

Other organisations

In some circumstances, we may share personal data with other organisations where this is necessary and lawful. This could include professional advisers, insurers, regulators, law-enforcement bodies or other organisations where disclosure is required by law or necessary to protect SPVS's legal interests.

Where a third party uses personal data for its own purposes rather than on our behalf, we will make this clear where required.

6. International transfers

Some of the organisations we use to provide services to SPVS may process personal data outside the United Kingdom.

Where personal data is transferred outside the UK, SPVS will ensure that the transfer is made in accordance with applicable data-protection law and that appropriate safeguards are in place.

These safeguards may include transferring data to a country recognised as providing an adequate level of protection or using appropriate contractual safeguards.

7. How long do we keep your personal data?

We do not keep personal data for longer than is necessary for the purposes for which it is being processed.

Different types of information are retained for different periods.

For example, we may need to retain:

- membership records for the period of membership and for an appropriate period afterwards;
- financial and accounting information for the period required by law;
- records relating to purchases, events and courses for an appropriate period for administration and record-keeping;
- information relating to legal claims for as long as necessary to establish, exercise or defend those claims; and
- marketing preferences and suppression records for as long as necessary to ensure that we respect your communication preferences.
- information entered into member tools for as long as your membership continues and for 6 months after it ends, so that you can export your records, after which it is securely deleted. You can export or delete your practice's records at any time from within the tool.

When personal data is no longer required, we will securely delete it, anonymise it or otherwise dispose of it in accordance with our procedures.

8. How we protect your personal data

SPVS takes reasonable and appropriate technical and organisational measures to protect personal data against:

- unauthorised access;
- accidental loss;
- destruction;
- misuse;
- alteration; or
- unauthorised disclosure.

Access to personal data is restricted to people who need it for legitimate business purposes, and our service providers are required to maintain appropriate security measures.

No method of transmitting or storing information can be guaranteed to be completely secure. However, we take appropriate steps to protect the information we hold.

9. Cookies and website technologies

When you visit the SPVS website, we may use cookies and similar technologies.

These technologies may be used to:

- make the website function correctly;
- remember your preferences;
- understand how visitors use the website;
- improve website performance; and
- where permitted, support marketing or other functionality.

Where consent is required for non-essential cookies or similar technologies, we will ask for your consent before using them.

Our Cookie Policy explains the cookies and similar technologies used on the SPVS website and how you can manage your preferences. https://spvs.org.uk/cookie-policy-uk/

10. Google Analytics and website security

SPVS may use Google Analytics or similar analytics services to understand how visitors use our website and to improve its performance.

The information collected and the way it is used will depend on the configuration of these services and the consent choices made by website visitors.

SPVS may also use third-party services to help maintain the security and performance of its website. These services may process technical information such as IP addresses for security and operational purposes.

Further information is provided in our Cookie Policy: https://spvs.org.uk/cookie-policy-uk/

11. Your rights

Under UK data-protection law, you have a number of rights in relation to your personal data.

Depending on the circumstances, these include:

Right to be informed

You have the right to understand how and why your personal data is collected and used. This Privacy Notice provides that information.

Right of access

You have the right to ask us for a copy of the personal data we hold about you and information about how we use it.

Right to rectification

You have the right to ask us to correct inaccurate or incomplete personal data.

Right to erasure

In certain circumstances, you have the right to ask us to delete your personal data.

This right is not absolute and there are circumstances where we may need to retain information, for example where we have a legal obligation to do so.

Right to restrict processing

In certain circumstances, you have the right to ask us to restrict how we use your personal data.

Right to data portability

In certain circumstances, you have the right to receive personal data you have provided to us in a structured, commonly used and machine-readable format, or ask us to transfer it to another organisation.

Right to object

You have the right to object to certain types of processing, including direct marketing.

Where we process your personal data for direct marketing purposes, you have an absolute right to object.

Rights relating to automated decision-making and profiling

You have rights relating to certain forms of automated decision-making and profiling where these are used.

SPVS does not currently use personal data to make decisions about individuals based solely on automated processing that produce legal or similarly significant effects.

12. How to exercise your rights

If you wish to exercise any of your rights, please contact:

Email: office@spvs.org.uk
Telephone: 01926 840318

We may need to ask for information to verify your identity before providing personal data or acting on your request. Any identity checks will be proportionate to the nature and circumstances of the request.

We will normally respond to a valid request within one month, although the applicable legal timeframe may vary depending on the nature and complexity of the request.

13. Withdrawing consent

Where we rely on your consent to process personal data, you can withdraw that consent at any time.

You can withdraw consent by:

- using the unsubscribe or preference-management facility provided in a communication; or
- contacting SPVS at **office@spvs.org.uk** or on **01926 840318**.

Withdrawing consent does not affect the lawfulness of processing carried out before you withdrew your consent.

Where you withdraw consent to marketing, we will stop sending the relevant marketing communications. We may retain a record of your preference so that we do not send you marketing communications in the future.

14. Complaints

We take the protection of personal data seriously.

If you have a concern about how SPVS has collected or used your personal data, please contact our Data Protection Manager in the first instance:

Email: office@spvs.org.uk
Telephone: 01926 840318

We will try to resolve your concern as quickly as possible.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection.

Further information about making a complaint is available on the ICO website:

Information Commissioner's Office – Make a complaint

15. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in:

- the services we provide;
- the way we use personal data;
- the technology and systems we use;
- data-protection requirements; or
- our procedures.

The latest version will be made available on the SPVS website.

Current version:
Effective date: 01/11/2026