

BROAD LANE VETS



02476 464789

384a K'WORTH RD B'SALL COMMON CV7 7ER

255 BROAD LANE COVENTRY CV5 7AQ

332 RADFORD RD CV6 3AA

PRACTICE TERMS AND CONDITIONS OF BUSINESS

Terms of payment

All charges for professional fees, medications, food and other merchandise are based on payment at the time of service. The initial consultation and subsequent consultations with a veterinary surgeon are each separately chargeable unless we inform you otherwise. We do not offer account facilities. You will receive, on request, a detailed invoice for every transaction with us. Payment may be made by cash and most debit/credit cards. Seniors in receipt of a state pension can request a 10% discount off most of our services, at off-peak times. Any charges remaining unpaid after 30 days will be handed to our debt collector. This will immediately incur a further charge of £20.00 to cover administration and collection costs, which will be added to the outstanding charges along with all solicitors' costs and court fees.

Pet Insurance

We strongly recommend insuring your pet against unexpected illness and accidents. However if your pet is insured, it is still your responsibility to settle your account with us. Only then will we be able to complete the relevant section of your insurance claim form. In exceptional circumstances, we may agree to claim directly from your insurance company. This needs to be discussed with a member of staff in advance of any treatment or investigation, and be authorised by a senior veterinary surgeon. Proof of insurance will be required. We reserve the right to charge a small fee for handling claims. Please be aware that any dispute regarding insurance, including level of cover, exclusions, your policy excesses and late payments, is between you and your insurance company. You remain liable for the cost of any treatment which is not covered by your insurance company.

Data protection

We are registered under the Data Protection Act of 1998 to keep your personal information for accounting and record purposes. We will not divulge your details to other agencies except for debt collection purposes. We will use the data that we have on file to contact you with information beneficial to your pet's health, for example vaccination reminders and drug recall information. We will record your preferred methods of communication. If these alter, or you do not want us to send you such information, please inform the Practice Manager, Lisa Madden, in writing. Our Privacy statement is available to be viewed at: www.broadlanevets.co.uk, or request a copy at the surgery.

Ownership of records

Case records are the property of, and will be retained by, Broad Lane Vets Ltd. Copies, with a summary of the history, will be passed on request to another veterinary surgeon taking over the case. Xray films taken and ultrasound print-outs are the property of and will be retained by Broad Lane Vets Ltd. Payment is made for the service performed and any diagnostic opinion received.

Complaints

Should you have a complaint, please bring this to the attention of our staff who will attempt to deal with it immediately. If this is not possible it will be passed to Elly Pittaway, Director, or Lisa Madden, Practice Manager. Alternatively the complaint can be put in writing for the attention of Elly Pittaway.

Minors

We recommend that patients are always accompanied by a suitable adult. We need to get an accurate history of the condition, and may need to get consent for certain procedures. Prescription drugs may also be prescribed. For the reasons outlined we do not treat animals presented by persons under 18 years of age. Occasionally emergency treatment may be given until an adult is available. Where treatment is given the child's parents will be responsible for any fees accrued.

Injuries

Should any injuries occur whilst at the surgery, especially bites, please make staff aware of this. We would recommend you see a doctor as soon as possible. A letter of advice can be provided for your doctor on request.

Medicines

Prescription only medicines can only be prescribed by a Veterinary Surgeon to animals deemed to be under their care following a clinical assessment of the animal. Therefore it is practice policy that pets on long-term medication must be seen for a clinical assessment with a Veterinary Surgeon at least every 4 months. This assessment must be attended if regular repeat prescriptions are required, which we supply on a two-monthly basis. We will provide all veterinary medicines required, or a written prescription may be requested. Please telephone at least 24 hours in advance, so that the medication/prescription can be prepared ready for collection at the surgery of your choice. The top ten most commonly used veterinary medicinal products during a recent and typical three month period is displayed in our waiting rooms. Where possible, veterinary licensed products will be used. In some circumstances, however, the most appropriate treatment may not be a veterinary licensed drug. In these circumstances we will use the most appropriate drug available, which may be licensed to another species, possibly human. This scenario is especially true with small mammals and exotics where very few licensed products are available. Where medicines are used off-licence, you may be required to sign a consent form.

Variations of terms of business

We reserve the right to alter these terms and conditions. Such alteration will not bind the practice unless it is specifically agreed in writing and signed by a Director of the practice. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way. Broad Lane Vets is a limited company (no: 6527705), VAT number: 928776272 with professional indemnity insurance provided by The VDS, 4 Haigh Court Knutsford WA16 8XZ.

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Privacy Statement

Broad Lane Vets Limited (255 Broad Lane, Coventry CV5 7AQ), is committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. As a company located in England the personal information that you give us, or that we collect from you, will be held under English and European Union data protection legislation. The legislation requires that we tell you that we are a data controller for your personal information or, in other words, we determine the purposes for which and the manner in which any of your personal information are, or are to be, processed by us.

It is very important to us that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at: admin@broadlanevets.co.uk

Your consent

We may collect personal information from you in a variety of ways including, but not limited to, when registering a pet with the surgery, when visiting our website, filling out a form, and in connection with other activities, services, features or resources we make available. By using our website (www.broadlanevets.co.uk) and by using the services provided Broad Lane Vets Ltd, you understand and agree that personal information you provide will be held on a database created and operated by us. We will collect personal identification information only when you voluntarily submit such information to us. You can always refuse to supply personal identification information, but be aware that it may prevent you from engaging in certain activities relating to Broad Lane Vets Ltd.

What information do we collect and why?

We hold your title, first name, surname, postal address, email address and telephone numbers. These details are collected either in person, by telephone or online, to help us:

- a) Register your details as a new client, or update your details if they have changed
- b) Register your pet/s with the practice
- c) Make appointments for your pet/s
- d) Process the fees due for any treatment
- e) Contact you about your pet and/or your account where required
- f) Deliver a safe and secure service by helping to prevent and detect fraud. We may need to disclose information to assist legal or debt recovery processes;
- g) Correctly label medicines and complete paperwork pertaining to your pet's medical care
- h) Enhance your experience by delivering a more personally tailored service to include vaccination reminders, worming/flea treatment reminders, paperwork relating to procedures your pet is to undergo etc.
- i) Respond to any issues or queries relating to your pet
- j) Notify you about changes to our service, or new services we are offering

How we protect your information

We endeavour to protect your information by:

- a) Keeping your information up-to-date and accurate. Please note that, to do this, we require you to tell us if any of your details such as your name or address change; and
- b) Having in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.
- c) We have in place procedures to deal with suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Statement on the use and disclosure of Personal Data

We do not sell, trade, or rent personal identification information to others. We may use third party service providers to help us operate our business and/or administer activities on our behalf by SMS, email or post such as sending out reminders, newsletters, surveys, offers for products and services that may be of interest to you. We may share your information with these third parties for those limited purposes provided that you have given us your permission. We may also telephone you to discuss your pet's treatment details.

We may use for the purpose of promotional, marketing and publicity purposes in any media worldwide any comments or feedback (excluding personal data) which you post publicly or provide to the surgeries, without notice or without any fee being paid. We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions (i.e. debt collection services) or agreements or contracts between us or to protect the rights, property, or safety of Broad Lane Vets Ltd., our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and our internal investigations including customer complaints and claims.

Your rights

You have the right to ask us not to process your personal data. You can exercise your right to prevent such processing by checking certain boxes on forms we use to collect your data, for example, our update your details paperwork. You can also exercise your right not to receive text, email, and post communications at any time by contacting the surgery on 02476 464789.

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Please be aware that, even if we receive a request from you to delete your personal information, it may be that we cannot entirely remove all of your personal information. This is usually because we have a legitimate interest to hold onto some of that personal information, for example, if you have an ongoing contract with us or there are outstanding payments due by you to us – but we'll let you know.

The Website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Data retention

We will only retain your data as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Access Rights

You have a right to access the personal data about you that is held by us. To obtain a copy of the personal information we hold about you, please write to us at the following address: Broad Lane Vets Limited, 255 Broad Lane, Coventry CV5 7AQ.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications

If you have any queries about data protection, please contact us on 02476 464789.