



Privacy Statement
Veterinary Clinical Services,
The University of Edinburgh

The information you provide will be used by The University of Edinburgh who needs to do so in order to manage your pet, animal or farm medical record and provide treatment as necessary.

The data may also be used by the University to update you with services that may be of benefit to your pet, animal or farm, and research studies.

We are using information about you because you have registered to use our veterinary clinical services. If you choose to leave the practice/hospital, the same data regulations will apply.

For referred owners: we disclose information about you and your pet/animal to your referring vet with whom we have a professional contract. The referral vets may also share your data with us.

In order to facilitate online payments for our services, we use Epay - a third party service which is not operated by the University of Edinburgh. Details of Epay's privacy policy can be found at: <https://www.epay.ed.ac.uk/help/privacy-cookies>.

In order to facilitate on line 'tele-consulting' service, we use VidTu – a third party service which is not operated by the University of Edinburgh. Details of VidTu's Privacy Policy can be found at [Privacy Policy | Vidtu Live](#).

In order to facilitate processing of insurance claims for certain insurers, we use the Vet Envoy system- a third party service which is not operated by the University of Edinburgh. Details of Vet Envoy's Privacy Policy can be found at [Privacy Policy | Vet Envoy](#)

Our Health Plan service is run by a third party service call Simply Health. The Privacy Policy can be found at [Privacy policy | Simplyhealth](#).

Records may have notes attached to them to indicate problems that we may have had for instance, aggression towards staff, bad debtor or issues that may have occurred that would be relevant for us to provide a service whilst also protecting our staff.

We retain your data for 10 years after our last contact with your pet, animal or farm. Our retention policy is available at: <https://www.ed.ac.uk/vet/services/gdpr>

We will keep your personal data for no longer than is necessary. More details on how long we keep different types of information can be found here.

<https://www.ed.ac.uk/records-management/notice>

Our Data Protection Officer can be contacted under dpo@ed.ac.uk

Signed:

Dr. Sue Murphy BVM&S MRCVS MSc Dip ECVIM –CA(Onc)

Director of Clinical Services

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