



Privacy Policy

The Vale Veterinary Group is committed to protecting your privacy, and to protecting the data that you share with us. This Privacy Policy applies to our reception and services offered on it, and it governs our data collection and usage.

We will only collect data that will allow us to offer you the very best service and allow us to continue to offer you the ongoing care and treatment as relevant to you and your pets, animals in your care or business.

If you request that your pet is referred outside of The Vale Veterinary Group we will do so at your instructions and will take your authorisation both verbally and in writing and act under a legitimate interest. In these circumstances your personal information may be shared with the referral centre. If for any reason you are not satisfied with this you will need to notify a member of Vale staff before the referral takes place.

We store your data securely on our own servers and will not share this with a third party without your expressed consent, or if there is a genuine interest to notify you of ongoing care to your animals. It is our responsibility to keep your contact details up to date so please do not be offended if you are asked to confirm your contact information.

Should you have any questions about the use of your information or how it is stored please ask one of our staff.