

## **Red Kite Veterinary Consultants Ltd Privacy Policy**

### **1. Introduction**

**Red Kite Veterinary Consultants Ltd** is a network of research professionals providing information and support to the biomedical research community. This includes named veterinary surgeon services and training for research personnel.

Red Kite Veterinary Consultants Ltd is committed to safeguarding the privacy of our users while providing the highest possible quality of service. Red Kite Veterinary Consultants Ltd is the Data Controller.

We use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998 and GDPR). We do not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

We may, however, use your personal information to send you promotional offers relating to our service. If you have any requests concerning your personal information or any queries with regard to these practices, please contact us on the email address at the bottom of the page.

We may collect the information you supply to us every time you e-mail us. You may ask us to delete this information at any time.

### **2. Consent**

If you contact us to enquire about our Services, we may collect and use your personal data under this Privacy Policy as outlined in appendix 1.

You may opt-out or control how we use your data at any time.

Course participants: by registering with us you consent to the collecting and processing of such information that is required to meet our obligations as a training provider.

Licence holders and named people: we collect and hold your information in order to fulfil our professional and legal responsibilities.

### **3. Changes to the policy**

We may modify this Privacy Policy, and if we make material changes to it, we will provide notice through email or by other means, to provide you the opportunity to review the changes before they become effective. If you object to any changes, you may ask us to delete the information we hold about you.

### **4. Information We Collect**

You provide data to us when you contact us about our services. We collect personal data from you when you fill out a registration form, contact us for information, or request assistance with licence applications.

This information includes: name, contact details, host institution or employer, job title, licence details, courses/species for which registered, and details of attainment during courses.

All information will be treated as confidential and will be handled sensitively and securely.

## **5. How We Use Your Data**

How we use your personal data will depend on which of our services you use. This information can be found in appendix 1.

For course participants, this information is collected initially via the registration form and from work submitted to us for assessment, and is held and used by us for the purposes of course administration and so that your progress can be monitored and audited.

We may use your information to produce aggregate insights that do not identify you. For example, we may use your data to generate statistics about our users, the type of establishments they are from, which services they use and performance in assessments.

Any reports generated from this data will not identify or allow the identification of individuals.

## **6. Communications**

We may contact you with information about our services. You may control what and how often you receive information from us.

We may contact you through email or by telephone. Please be aware that you can opt out of receiving messages from us at any time.

## **7. Customer Support**

We use data (which can include your communications) to investigate, respond to and resolve complaints and customer service issues.

## **8. How We Share Information**

We will only share your personal data when it is necessary for the fulfilment of the services we provide to you.

We may share information with accrediting and awarding bodies where necessary for course administration. Information on who we may share your information with is in appendix 1.

We do not share personal data with third parties for direct marketing purposes.

## **9. Service Providers**

We may use others to help us provide our Services (e.g. bookkeeping, invoicing, maintenance, analysis, audit, payments, fraud detection, marketing and development). They will have access to your information as reasonably necessary to perform these tasks on our behalf and are obligated to not to disclose or use it for other purposes.

## **10. Legal Disclosures**

We may need to share your data when we believe it's required by law or to protect your and our rights and security. For example, (1) investigate, prevent, or take action regarding suspected or actual illegal activities or to assist government enforcement agencies; (2) investigate and defend ourselves against any third-party claims or allegations, (3) protect the security or integrity of our service. We will attempt to notify you about legal demands for personal data when appropriate in our judgment, unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, in our discretion, that the requests are overbroad, vague or lack proper authority.

## **11. Data Retention**

We may retain your personal data for as long as is necessary to provide services as requested by you, for the purposes of training course administration, or to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, or prevent fraud and abuse. We may retain de-personalized information after this period or if you have requested that your personal information be deleted.

Details of the duration of data retention can be found in appendix 1.

## **12. Rights to Access and Control Your Personal Data**

You have rights, in relation to the use and disclosure of your personal information:

- to access the personal information that we hold about you
- to prevent the processing of that information in certain circumstances
- to have any decisions made about you by wholly automated process explained to them
- to have any inaccurate personal information about you corrected or erased

You can request access to the data we hold about you at any time and you may request that we correct or delete your personal data.

If you wish to exercise this right, please contact the Data Controller.

## **13. Security**

We monitor for and try to prevent security breaches. We implement security safeguards designed to protect your data such as secure cloud storage. We regularly monitor our systems for possible vulnerabilities and attacks. However, we cannot guarantee the security of any information that you send us. There is no guarantee that data may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

## **14. Cross-Border Data Transfers**

We may store your data using secure servers which are located outside the UK.

### **15. Contact Information**

You can contact us or use other options to resolve any complaints.

If you have questions or complaints regarding this Policy, please first contact us by email at [info@redkitevets.co.uk](mailto:info@redkitevets.co.uk).

## Appendix 1

Individuals concerned	Data we hold	Who we may share it with	How long we hold it for	What we use it for
<b>Contacts at NVS establishments:</b>				
Licence holders	Name, contact details, Institution Licences	No-one	Duration of licence or whilst employed at institutions	Performance of NVS duties and provision of advice required by ASPA
Named people	Name, contact details, Institution	No-one	Whilst employed at institutions	Performance of NVS duties and provision of advice required by ASPA
<b>Course delegates:</b>				
Licensee and NACWO courses	Name, contact details, Institution and exam performance	Accrediting body	Data may be kept for 5 years	Course and exam administration Statistical analyses (data can be anonymous)
Refresher and CPD courses	Contact details	No-one	Until completion of the course	Course administration
IAT diploma students	Name, Institution, contact details and exam performance	Supervisor at home institution and Accrediting body	Data may be held for as long as the awarding body requires.	Course and Exam administration
<b>Administrators and persons making course bookings:</b>				
Client list – NTCO, HOLC and email contacts	Name, Institution and contact details	No-one	Until requested to delete it	Marketing
Accounts personnel	Name, Institution and contact details	Bookkeeper	Whilst contact is employed in this capacity	Processing of invoices