

## Cookies and Privacy Policy

### 1. Introduction

This Privacy Policy explains how ZipVet Ltd (referred to as "we", "us", or "our") collects, uses, and protects personal information obtained through our website. We are committed to protecting the privacy of our clients and website visitors, and we take the privacy and security of personal data seriously. This policy outlines the type of personal information we collect, how it is used, and how we protect it. By using our website, you are agreeing to the terms of this policy.

### 2. Who are we?

ZipVet Ltd is a small, independent mobile veterinary business. We are a limited company registered in England and Wales (company number 14768696). Our registered office address is Flower Cottage, Ockham Lane, Cobham, KT11 1LS.

### 3. Collection of Personal Information

We collect personal information from clients and website visitors through our website's contact form. When you submit your contact information on our website, we may collect your name, email address, phone number, and any other information you provide. We may also collect information through the use of cookies, which help us to improve your browsing experience on our website.

### 4. Use of Personal Information

We use the personal information we collect to communicate with our clients, to provide information about our services, and to respond to inquiries submitted through our website. We may also use personal information to improve our website and services, to send promotional material about our services, and to comply with legal requirements.

### 5. Protection of Personal Information

We take reasonable steps to protect the personal information we collect from unauthorized access, disclosure, or misuse. We maintain physical, technical, and administrative safeguards to protect personal information, and we require our employees to maintain confidentiality and comply with our privacy policies.

### 6. Disclosure of Personal Information

We may disclose personal information to our service providers, such as your pet insurance company, external laboratories for processing samples, our practice management computer

system, accounting software e.g. Xero, and online pharmacies when requested by you to do so. We will not sell or rent your data to third parties nor share your information to third parties for marketing purposes. We may also share your pet's medical history with other veterinary practices, such as referral centres or bricks and mortar practices. We will contact you first, however if you do not respond we will transfer your records to the other clinic as requested. We may also disclose personal information to comply with legal requirements, such as responding to a court order or government investigation.

#### 7. Third-Party Links

Our website may contain links to third-party websites that are not owned or controlled by us. We are not responsible for the privacy practices of these third-party websites and encourage you to review their privacy policies before providing any personal information.

#### 8. Retention of Personal Information

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or reporting requirements. When personal information is no longer required, we will securely dispose of it in accordance with applicable laws and regulations.

#### 9. Changes to this Privacy Policy

We reserve the right to modify or update this Privacy Policy at any time. We will post any changes to our website and update the effective date at the top of this page. Your continued use of our website after the posting of any changes to this Privacy Policy constitutes acceptance of those changes.

#### 10. Website recording and the use of 'cookies'

ZipVet's website uses cookies. These are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us improve our website. You can disable cookies on this site. Look at the Help section of your browser to get more information on disabling cookies.

#### 11. Contact Information

If you have any questions or concerns about our Privacy Policy or the handling of your personal information, please contact Laura Sells at [info@zipvet.co.uk](mailto:info@zipvet.co.uk)