

Privacy Policy

Fuller Equine Ltd

Fuller Equine Ltd is an Introducer Appointed Representative of Agria Pet Insurance Ltd who administers the insurance and is authorised and regulated by the Financial Conduct Authority, Financial Services Register Number 496160. Agria Pet Insurance is registered and incorporated in England and Wales with registered number 04258783. Registered office: First Floor, Blue Leanie, Walton Street, Aylesbury, Buckinghamshire, HP21 7QW. Agria insurance policies are underwritten by Agria Försäkring.

Security & Privacy Policy

Fuller Equine Ltd is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website and premises, how we use it, the conditions under which we may disclose it to others, and how we keep it secure.

We may update this Policy from time to time, so please check this page periodically on our website to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

If you have any questions about our privacy policy, please contact us by email: fullerequine@gmail.com

or alternatively telephone us on 01371 850532.

About Us

Fuller Equine Ltd is a company registered in England. Our registered address is 4 Capricorn Centre, Cranes Farm Road, Basildon, Essex. SS14 3JJ. We are registered for VAT purposes with registration number 212204768.

Lawful Basis For Processing Your Data

Organisations are permitted to process data if they have a legal basis for doing so. Fuller Equine Ltd processes data on the basis that:

As your chosen veterinary surgeon, we have a legitimate interest in processing your data. This includes some or all of the following:

To enable us to provide our veterinary services to clients.

The processing enables us to enhance and personalise our services and communication for the benefit of our clients.

To provide communications, including postal, which we think will interest you.
To better understand how people interact with our websites.

and/or

It is necessary in relation to a contract or agreement which you have entered into. Which may include:

Joining our healthcare plan.

Information We Collect About You

We obtain information about you, for example, when you contact us about registering your pet, booking appointments, or if you request to find out more about products and services.

The personal information we collect might include your name, address, email address, and mobile number.

How Do We Use Your Information?

We may use your information to:

- Process orders that you have submitted.
- Contact you about your horse's treatment, including vaccinations and worming programme.
- Contact you about promotions or offers.
- Carry out our obligations arising from any contracts entered between you and us.
- Seek your views or comments on the services we provide.
- Notify you of changes to our services.
- Send you the communications that you have requested, and that may be of interest.

- Training and security purposes.

How Long Do We Store Your Data?

We review our data retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations.

Where Do We Store Your Personal Data?

As part of the services we offer you, the information you provide to us is stored within our practice management system, Ez Vet Pro. Records will be available across our surgeries for the benefit of patient care and transferring records. Your data may be transferred to countries outside the European Union (“EU”). This may happen if any of our servers are located in a country outside of the EU. Suppose we transfer your information outside of the EU in this way. In that case, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. By submitting your personal data, you’re agreeing to this transfer, storing or processing.

If you use our services while you are outside the EU, your information may be transferred outside the EU to provide you with those services.

Disclosure Of Your Information

We do share data with third parties.

However, we will not sell or rent your information to third parties. With your consent, we will pass on information regarding you or your horse, including diagnostic imaging, to insurance companies or referral centres when necessary.

We will not share your information with third parties for marketing purposes. Please note that for our out-of-hours emergency work, we will share client and patient information with the attending vet practice in order to provide continuity of care for all patients receiving treatment. By registering with us, you consent to the sharing of information.

We will not release your information to third parties unless you have requested us to do so or we are required to do so by law, for example, by a court order or to prevent fraud or other crime. In the event of your account default, we will pass on your account information to our debt collection agents/legal representatives.

Links To Other Websites

Our website may contain links to other websites run by different organisations. We cannot be responsible for the privacy policies and practices of other sites, even if you access them using links from our website.

If you linked to our website from a third-party site, we cannot be responsible for the privacy practices of the operators of that third-party site and recommend that you check their policy.

Your rights:

You have a choice about the type of information you receive from us. As a client of our services, you understand and agree that the personal information you provide will be held on a database operated by us, and we will contact you about your pet's treatment using your preferred method of communication. You have the right to access information held about you. If you wish to see a copy of your data, please contact us. We will provide this data within a few days (not exceeding one month).

You have the right to request the movement of your data from one surgery to another.

The accuracy of your information is important to us. Please let us know if you change your email address or if any of the other information we hold is inaccurate or outdated.

We will only send you direct marketing communications by email, phone or text about new products and services if you have consented to receive them. We will ask you to confirm your consent to receive direct marketing when you first register with us and again during visits to the surgery.

You can change your marketing preferences at any time by contacting us by email fullerequine@gmail.com or by telephone on 01371 850532.

You have a right to complain to the ICO if you think there is a problem with the way we are handling your data.

Thanks again for entrusting us with the care of your horse or pony, and whilst we hope that you will never have the need to complain about standards received from Fuller Equine Ltd if the need should arise, then please contact Alex Fuller or Claire Fuller in the first instance via email; fullerequine@gmail.com.

Best Wishes.

Changes to our privacy policy:

This Policy was last updated in March 2024.