

Silver Gate Vets Ltd – Privacy Policy

Last updated: 11/2025

Silver Gate Vets Ltd (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information responsibly and securely. This Privacy Policy explains how we collect, use, store and protect your personal data when you:

- use our website: **silvergatevets.co.uk**
- contact us to book a home-visit euthanasia appointment
- use any of our related services

We comply with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

If you have any questions, please contact us at:
silvergatevets@gmail.com

1. Who We Are

Data controller:

Silver Gate Vets Ltd
1 Weatherall Close, Dunkirk, Faversham, Kent, ME13 9UL
Email: silvergatevets@gmail.com
Phone: 07765 279980

2. What Personal Data We Collect

We only collect the information necessary to provide our veterinary services or operate our website.

2.1 Information you provide directly

- Name
- Address
- Telephone number

- Email address
- Pet information (name, species, medical details relevant to care)
- Payment status (paid/unpaid)
- Aftercare preferences (e.g., cremation requests)
- Any information you voluntarily provide by email, phone or contact form

2.2 Payment information

Payments are processed securely by **Zettle** or other third-party payment processors. We **do not** store or access your full card details.

Zettle Privacy Policy: available on their legal/privacy pages.

2.3 Website usage data

When you visit our website, we may collect limited technical data such as:

- IP address
- Browser type
- Device information
- Pages viewed

This helps us maintain and improve the website. We use basic analytics (e.g., Google Analytics) but **do not use tracking for advertising or profiling**.

Cookies used on the website are explained in our **Cookie Policy**.

We do **not** collect:

- social media login data
- advertising identifiers
- marketing profile data

- information from minors

3. How We Use Your Personal Data

We process your information only when we have a lawful basis to do so.

3.1 To provide veterinary services (Contract basis)

We use your data to:

- arrange and manage home-visit appointments
- assess your pet's needs
- maintain clinical records
- provide aftercare services (e.g., cremation)
- send appointment information or updates

3.2 To comply with the law (Legal obligation)

We may need to keep certain records for:

- RCVS professional documentation
- financial, audit and tax purposes
- clinical record-keeping requirements

3.3 With your consent

We may use your information to:

- respond to enquiries
- send you information you specifically request

- publish testimonials *only if you clearly give permission*

You may withdraw consent at any time by emailing us.

3.4 For our legitimate interests

This includes:

- improving our website
- understanding service demand
- ensuring safety and security

We **do not** use your data for targeted advertising or for sale to third parties.

4. Sharing Your Information

We only share your data when necessary and lawful.

We may share data with:

- **Veterinary Surgeons involved in care**
- **Aftercare / cremation partners** (if chosen by you)
- **Payment providers** (e.g. Zettle)
- **Website hosting provider**
- **Professional advisers** (e.g., accountants)
- **Regulators** (RCVS or legal authorities, if required)

We do NOT share your data with:

- advertisers
- social media companies

- third-party marketers
- data brokers

All service providers follow GDPR-compliant data protection standards.

5. How Long We Keep Your Data

Clinical and client records are retained for **7 years**, in line with veterinary and legal requirements.

Website analytics data may be kept for up to **26 months**.

Payment records may be retained for **6 years** for accounting purposes.

After these periods, data is securely deleted or anonymised.

6. How We Protect Your Data

We use appropriate technical and organisational measures to protect your information, including:

- secure hosting
- restricted access to clinical records
- encrypted email services where applicable
- secure payment processing (we never store card details)

While no system is completely secure, we take all reasonable steps to protect your personal data.

7. Your Rights Under UK GDPR

You have the right to:

- **access** your personal data
- **correct** inaccurate information

- **request deletion** (where legally permitted)
- **restrict processing**
- **object** to certain types of processing
- **request data transfer** (data portability)
- **withdraw consent** at any time
- **make a complaint** to the ICO

Information Commissioner's Office (ICO):

<https://ico.org.uk/make-a-complaint/>

If you wish to exercise any rights, email: silvergatevets@gmail.com

8. Cookies

We use minimal, essential, and analytics cookies.

Details are available in our **Cookie Policy** at:

<https://silvergatevets.co.uk/legal>

You can manage cookies through your browser settings.

9. Children's Data

Our website and services are not directed at children.

We do not knowingly collect personal data from individuals under 18.

10. Changes to This Privacy Policy

We may update this policy from time to time.

The latest version will always be posted on our website with the updated date.

11. How to Contact Us

If you have questions about this Privacy Policy or how we handle your data:

Email: silvergatevets@gmail.com

Post:

Silver Gate Vets Ltd
1 Weatherall Close
Dunkirk, Faversham
Kent
ME13 9UL