Bishopton Veterinary Group – Privacy Policy

Last Updated – November 2026

Bishopton Veterinary Group is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use, store and share your personal information when you use our website, register with us, contact us or use our services.

For the purposes of the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, Bishopton Veterinary Group is the data controller responsible for your personal information.

Bishopton Veterinary Group
Mill Farm, Studley Road, Ripon, North Yorkshire, HG4 2QR
Telephone: 01765 602396

What information do we collect?

When you register with us or use our services, we may collect:

- Your name, address, email address and telephone number
- Payment and billing information
- Information about your pet, including their name, species, age, medical history and treatment
- Details of appointments, consultations and services
- Information you provide when contacting us, including feedback or complaints
- Information relating to Lifetime Care Club membership, where applicable

When you use our website, we may also collect technical information such as your IP address, browser type and information about how you use the website, including through cookies.

How do we use your information?

We use your information to:

- Register and maintain your client and pet records

- Arrange appointments and provide veterinary care
- Process payments and manage your account
- Contact you about your pet, appointments, treatment or account
- Send relevant reminders about preventative healthcare and other services
- Manage Lifetime Care Club memberships
- Respond to enquiries, feedback and complaints
- Improve our services and understand client needs
- Protect our systems and prevent fraud or misuse
- Meet our legal, regulatory and professional obligations

We process your information where necessary to provide our services, comply with legal obligations, pursue our legitimate interests or, where appropriate, with your consent.

Marketing

We may contact you by email, SMS, PetsApp, telephone or post with information about our services, offers, promotions and other information that may be relevant to you and your pet.

Where required, we will obtain your consent before sending marketing communications.

You can opt out of marketing at any time by using the unsubscribe option in our emails or by contacting us on **feedback@bishoptonvets.co.uk**

We may still contact you about appointments, treatment, your account or other services you have requested.

Who do we share your information with?

We may share your information with trusted third parties where necessary to provide our services or operate our business. These may include payment providers, IT and software providers, laboratories, professional advisers, insurers and other service providers.

We may also share information where required by law or where necessary to protect our rights, our clients or others.

We will only share personal information where we have a lawful basis to do so.

How do we protect your information?

We take appropriate technical and organisational measures to protect your personal information from loss, misuse, unauthorised access or disclosure.

While we take reasonable steps to protect information transmitted to us online, no internet transmission can be guaranteed to be completely secure.

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How long do we keep your information?

We keep personal information only for as long as necessary in line with our legal, regulatory and professional obligations.

When information is no longer required, we will securely delete or dispose of it where appropriate.

Your rights

Depending on the circumstances, you have the right to:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate information
- Ask us to delete your information where there is no longer a valid reason for us to keep it
- Ask us to restrict or object to certain processing
- Object to direct marketing
- Withdraw your consent where we rely on consent to process your information
- Request a copy of your information in certain circumstances

If you would like to exercise any of these rights, please contact us on feedback@bishoptonvets.co.uk or write to us at the address above.

We may need to confirm your identity before responding to your request.

Cookies

Our website uses cookies and similar technologies to help it function, understand how visitors use it and improve the user experience.

Some cookies are necessary for the website to operate, while others are optional. Where required by law, we will ask for your consent before using non-essential cookies.

You can also manage cookies through your browser settings.

Third-party websites

Our website may contain links to third-party websites. These websites have their own privacy policies, and we are not responsible for their privacy practices or security. We recommend checking their privacy policies before providing personal information.

Changes to this policy

We may update this Privacy Policy from time to time. Any changes will be published on this page, and the **"Last updated"** date will be amended.

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Contact us

If you have any questions or concerns about how we use your personal information, please contact:

Bishopton Veterinary Group
Data Protection Officer
Mill Farm, Studley Road
Ripon, North Yorkshire, HG4 2QR
Telephone: 01765 602396

If you are unhappy with how we have handled your personal information, please contact us first so we can try to resolve your concerns at **feedback@bishoptonvets.co.uk** You also have the right to complain to the **Information Commissioner's Office (ICO)** **https://ico.org.uk/** the UK's data protection regulator.

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