

VetEnvoy

Fair Processing Notice – how we use personal information

1. Who we are

VetEnvoy is a wholly owned subsidiary of Allianz Insurance plc. VetEnvoy provides an internet-based software service for veterinary practices to facilitate the exchange of data, including but not exclusively electronic insurance claims (eClaims), Lab Reports (eLab Reports) and Microchip Registrations (eMicrochip Registrations).

When **we** refer to “**we**”, “**us**” and “**our**” in this notice it means VetEnvoy. When **we** say “**you**” and “**your**” in this notice, **we** mean anyone whose personal information **we** may collect, including:

- anyone who uses the services offered by VetEnvoy, or whose details are provided during the registration process.

2. How we use personal information

We use personal information in the following ways:

- to provide and administer our services including but not exclusively electronic insurance claims (eClaims), lab reports (eLab Reports) and microchip Registrations (eMicrochip Registrations)
- to provide a point of contact to your nominated IT suppliers in order to facilitate the use of VetEnvoy services in line with our service terms and conditions
- to send marketing information if **we** have received **your** specific consent

You are not obliged to provide **us** with personal information, but **we** cannot provide **our** products and services without it.

You have the right to object to us using your personal information.

You can do this at any time by telling us and we will consider your request and either stop using your information or explain why we are not able to.

Further details can be found below.

3. Marketing

We use **your** personal information to market products and services to **you**.

Our marketing activities may include:

- providing information to **you** about products and services by telephone, email and SMS, **we** will either do this ourselves or use third party partners to do it for **us**

If you do not wish to receive marketing information about our products and services you can tell us at any time by using the contact details found in section 10, “Know your rights”.

4. The personal information we collect

We collect the following types of personal information about **you** so **we** can complete the activities in section 2, “How **we** use personal information”:

- basic personal details such as name, phone, email address and role
- financial details such as direct debit or payment card information

5. Where we collect personal information

From **you**, **your** representatives or information **you** have provided through the registration process

6. Sharing personal information

We may share **your** personal information with:

- your nominated IT service providers, eg. PMS
- our approved suppliers to help to provide our services
- prospective buyers in the event **we** wish to sell all or part of our business

7. Transferring personal information outside the UK

We use servers located in the European Union (EU) to store **your** personal information where it is protected by laws equivalent to those in the UK. **We** may transfer **your** personal information to other members of the VetEnvoy to manage **your** claim; this could be inside or outside the EU. **We** have Binding Corporate Rules (BCRs) which are **our** commitment to the same high level of protection for personal information regardless of where it is processed. These rules align with those required by the European Information Protection authorities. If **you** would like more information about the BCRs please contact our Data Protection Officer.

Some of **our** suppliers have servers outside the EU. **Our** contracts with these suppliers require them to provide equivalent levels of protection for **your** personal information.

8. How long we keep personal information

We keep information only for as long as **we** need it to administer the suppliers to provide our services, manage **our** business or as required by law or contract.

9. Know your rights

You have the right to:

- object to **us** using **your** personal information. **We** will either agree to stop using it or explain why **we** are unable to (the right to object)
- ask for a copy of the personal information **we** hold about **you**, subject to certain exemptions (data subject access request)
- ask **us** to update or correct **your** personal information to ensure its accuracy (the right of rectification)
- ask **us** to delete **your** personal information from **our** records if it is no longer needed for the original purpose (the right to be forgotten)
- ask **us** to restrict the use of **your** personal information in certain circumstances (the right of restriction)
- ask for a copy of the personal information **you** provided to **us**, so **you** can use it for **your** own purposes (the right to data portability)
- complain if **you** feel **your** personal information has been mishandled. **We** encourage **you** to come to **us** in the first instance but **you** are entitled to complain directly to the Information Commissioner's Office (ICO) at www.ico.org.uk

- ask **us**, at any time, to stop using **your** personal information, if using it based only on **your** consent (the right to withdraw your consent)

If you wish to exercise any of these rights you can do so by contacting our Customer Satisfaction Manager:

Address: Allianz Insurance plc, Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9EY

Email: ahd.csm@allianz.co.uk

Phone: 0345 026 1985

10. Data Protection Officer Contact details

If **you** have any queries about how **we** use **your** personal information, please contact **our** Data Protection Officer:

Address: Data Protection Officer, Allianz, 57 Ladymead, Guildford, Surrey GU1 1DB

Email: dataprotectionofficer@allianz.co.uk

Phone: 0330 102 1837

Changes to our Fair Processing Notice

Occasionally it may be necessary to make changes to this notice. When that happens **we** will provide **you** with an updated version at the earliest opportunity. The most recent version will always be available on our website www.vetenvoy.com/uk