

Animal Behaviour Clinic – Client data

Your personal information

The Animal Behaviour Clinic, part of the University of Lincoln, collects personal information about you when you or your vet requests referral to the Animal Behaviour Clinic, or if you enquire or book onto dog training classes or seminars/courses. We use this information to contact you regarding the services which you have enquired about, and to register you for those services. This notice explains more about how we use your personal information.

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What information we collect about you

We collect information about you when we are contacted by either you, or your vet about the services we provide through the Animal Behaviour Clinic. The services we provide are behaviour consultations, dog training classes or sessions and education events, including seminars. We will collect your contact information as well as details about your pet and your pet's history.

Keep your details up to date by emailing the clinic directly at animalbehaviour@lincoln.ac.uk

How we use your information

We collect information about you to enable members of the Behaviour Clinic team to contact you regarding the service/s which you or your vet, through referral, have enquired about. We will only ever use your information to contact you about the services you have enquired about. If you wish to not proceed with referral, your contact details will be destroyed.

The University occasionally uses cookies and other technologies on its website that collect data about you when you use them. Where this occurs further information will be available in a cookies policy. The cookies policy for the University website can be found here: <http://www.lincoln.ac.uk/home/termsconditions>.

Information we may share with other organisations

Your information is not shared outside of the University of Lincoln.

We use a number of suppliers who process personal information on our behalf. These include suppliers of software services. These act strictly on our instructions and must not use the information for their own purposes.

In exceptional circumstances we may be asked to share your information with police or other investigators if it would prevent or detect crime or safeguard a person's wellbeing. Each instance will be judged on its own merit and any sharing of information will be done within the law.

Information processed abroad

Your information is not sent abroad.

How long we keep your information

We will retain your information for the lifetime of your pet. If we are not notified of the death of your pet, we will destroy information 20 years after initial collection.

If you access additional University services these may keep a record of your contact and will provide you with details of how long they keep your information.

Accessing your information and other rights

You have a number of rights relating to your personal information. These include:

Access You have the right to request a copy of any personal information we hold about you.

If you would like a copy of any of your information please contact the Information Compliance team on the details below. The team will process your request within a month.

Portability If you have provided information on the basis of your consent or for a contract then you can request a digital copy so you can send it to another organisation.

To request a copy please contact the Information Compliance team on the details below. The team will process your request within a month.

Correction If any of the information we hold about you is incorrect or incomplete then please let us know. You have the right to have your information corrected so that we hold accurate records about you.

Erasure This is also known as the right to be forgotten. You can request that your personal information is erased if it is no longer necessary for the University to keep it, or you withdraw consent that you have previously provided, or you object and there is no overriding grounds to keep it or if it is unlawful to continue to keep it.

Restriction You can request that the use of your personal information is limited to storage only and that we use it for no other purpose. This applies where you contest the accuracy of the personal information we hold, or our use of the information is unlawful, or we no longer need the information except in relation to legal claims, or you object to the use of your data and we need to verify whether or not our purpose for keeping it overrides the grounds of your objection.

The Information Compliance team can be contacted by email on compliance@lincoln.ac.uk or by post at: Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

How to object or withdraw consent

If you object to our use of your personal information then we must stop unless we can demonstrate compelling legitimate grounds for continuing. Please contact the Animal Behaviour Clinic team on email: animalbehaviour@lincoln.ac.uk or via phone on 01522 835475 and explain your objection.

If you have provided your consent for the use of your personal information then you can withdraw this consent at any time by contacting the Animal Behaviour Clinic team as described above.

How to contact us

For general enquiries please call 01522 88 2000 or write to University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can find contact details for individual teams and staff by visiting <http://staff.lincoln.ac.uk>.

If you have a query about your personal information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

How to complain

If you feel that we have let you down in relation to your information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is ico.org.uk and their telephone helpline number is 0303 123 1113.