



Privacy Notice

We understand the importance of looking after the Personal Information that you provide and this notice (“Privacy Notice”) sets out what personal information we collect, why we need to collect it, how we will use your personal information and how long we will store it for.

When collecting the data specified in this privacy notice, we (CVS (UK) Limited) are the Data Controller.

We will keep our Privacy Notice under regular review. This notice was last updated on 26 June 2026.

How We Use Your Information

We will process your personal information insofar as it is necessary to deal with any enquiry you submit via the Website. Our legal basis for processing your data depends on what you are contacting us about. More often than not it will be based on your consent if it is a general enquiry however if you are a practice owner looking to sell to us then it will be for the performance of a contract.

We may collect your name, address, email address and telephone number so that we can identify you, respond to your enquiry and deal with any correspondence. Please remember to let us know if any of your information changes as soon as possible to ensure the data we hold about you is accurate.

Personal information is also used for, but not limited to, testing out IT systems, research, data analysis, improving our site and developing new products and services. Please note, all data is anonymised and aggregated for these purposes so you aren’t identifiable.

We are also legally and contractually required to use any of the information above for the purposes of preventing and detecting fraud.

How Long We Keep Your Information

We will only store your personal information for as long as necessary to support the purpose for which it was originally collected.

We may hold some of your personal information with other organisations, where data is held in cloud storage or needs to be shared externally to deal with your enquiry for example. We ensure these organisations have suitable data security procedures and only keep the data for as long as necessary and adhere to our retention and deletion policies.

Credit Reference and Affordability Checks

To help us assess applications, prevent fraud, and meet our legal and regulatory obligations, we may obtain information about you from credit reference agencies (CRAs).

We obtain this information via **Creditsafe**, which uses its data partner **TransUnion** to supply consumer credit and identity data.

- **Creditsafe Business Solutions Limited** is authorised and regulated by the Financial Conduct Authority FCA Firm Reference Number: **742313**
- **TransUnion International UK Limited** is authorised and regulated by the Financial Conduct Authority FCA Firm Reference Number: **805757**

The information we receive may include data relating to your identity, credit commitments, payment history, and public record information. This data is used solely for legitimate business purposes, including creditworthiness assessment, identity verification, and fraud prevention, in accordance with applicable data protection laws.

Further information about how Creditsafe and TransUnion process your personal data can be found in their respective privacy notices:

- **Creditsafe Privacy / Transparency Notice:** [Transparency Notice | Customers & Suppliers](#)
- **TransUnion CRAIN (Credit Reference Agency Information Notice):** <https://www.transunion.co.uk/legal/privacy-centre/pc-credit-reference>
- **TransUnion Bureau Privacy Notice:** <https://www.transunion.co.uk/legal/privacy-centre/pc-bureau>

Sharing Your Information

We are required to share your personal information in certain circumstances to ensure that we are able to deal with your enquiry appropriately. Data may be shared with relevant personnel within CVS Group. In each case we will only share the data necessary for the purpose.

Each recipient is required to have in place comparable data security measures and to be fully compliant with relevant data protection legislation.

We will not share your information with any third parties for the purposes of direct marketing.

Where We Store Your Information

All of the personal information we process is stored within the UK or European Economic Area (EEA). Therefore, we can guarantee that your data will be handled in accordance with the UK and EU General Data Protection Regulations.

Your Rights

You have a number of rights relating to your personal information, which includes:

- The right to be informed about how your personal information is used, most of which is within this notice.
- The right to access personal information we hold about you.
- The right to rectify personal information we hold about you if it is inaccurate or incomplete.
- The right to request that we delete your data, stop processing it or collecting it in some circumstances.

If you wish to exercise any of these rights, or have any questions, please contact us via the contact details at the end of this notice. For further information on your rights, please refer to guidance from the [ICO](#).

How To Contact Us

If you have any questions about this notice, want us to stop using your information or exercise any of your rights then please don't hesitate to contact us via the following methods:

Post

Data Protection Team
CVS House
Owen Road
Diss
Norfolk
IP22 4ER

Email

dataprotection@cvs vets.com

Complaints

If you have any concerns about our use of your personal information, you can make a complaint to us via the contact details above.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data. Our ICO Registration number is Z7208449.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: [0303 123 1113](tel:03031231113)

Website: www.ico.org.uk