



Eden Vets policies

Returned Medicines Policy

The British Veterinary Association Code of Practice on Medicines (2000) states:

"Once stock has been dispensed, it should not be accepted back into the dispensary. No returned goods should be offered for resale because there may have been problems with storage conditions beyond the veterinarian's control."

This means that we cannot give refunds for returned medications as we are obliged to dispose of them. Out of date or unused medicines can be returned to Eden Vets for disposal. Unfortunately, no refunds can be offered.

Unlicensed Drugs and Off Label Use of Drugs:

On arrival at Eden Vets, you will be asked to sign a Consent Form which is the legal document in which you give permission for clinical staff at this hospital to treat your pet. The Consent Form asks you to agree to allow the hospital to use drugs that are not currently licensed for use in pets.

There are several reasons and categories of 'off label' drugs that we use. Please see separate document about use of 'off label' drugs.

Your personal information:

Upon registration we only collect basic personal data about you to enable us to provide such veterinary services. The data does not include any Special category data (as defined by the ICO). It does however, include name, address, email and phone number.

We use your personal information to maintain booking records and to contact you to let you know when your next appointment is due. We may use the information to notify you about our news, products and services or special offers, process payments, and administer your account.

We may be required to share your data with Third party organisation on a 'Legitimate Interest' basis. For example, we may share your details with referral centres, laboratories, or insurance companies.

We have implemented the appropriate security to protect the personal information you disclose to us from loss, misuse, unauthorised access, disclosure, alteration, and destruction. All personal information you provide to us on our practice management software is held on our password protected secure servers for as long as is reasonably necessary.

Any personal information provided to us by means of signed paper consent forms is scanned in and uploaded onto our practice management software. The hard copies, on the rare occasion are stored in our locked facility situated above the practice.

We do not record or monitor telephone calls to and from the practice, although we do have CCTV with video (in reception and outside the building for security reasons). We have clear signs to ensure clients are aware of this and footage is deleted after 50 days. If for any reason we take a backup of the system this is stored on a secure server that is password protected. We may also monitor incoming and outgoing email to enable us to protect our internal business systems.

If you receive reminders or notifications about our products and services, you can request for your personal information to be taken off these lists, so you do not receive any further updates. Please do so either directly at reception, by telephoning, or by putting your request in writing. Please allow 30 days for changes to be updated and completed.

We may amend or update this policy to keep it up to date with current data protection and privacy laws, or to reflect changes in our business practices. We will publish changes to our Privacy Policy online; we advise you to check our Privacy Policy regularly.

Acceptable Behaviour at Eden Vets:

It is important that our practice is always a safe place to work and visit. Clients and staff must not feel threatened.

Practice staff will always work with clients to resolve difficulties when they arise. This process is helped by a positive and calm manner from both the client and staff member. If a client displays hostile behaviour or an angry attitude this can make staff and other clients feel threatened.

Considering this the practice has clear procedures and a Zero Tolerance Policy on unacceptable behaviour.

Such unacceptable behaviours include, but are not limited to:

- Any display of a violent temper
- Shouting or raised voice, pointing fingers
- Not engaging with staff positively
- Being pushy or trying to intimidate staff
- Hostile or aggressive behaviour
- Threats, swearing, spitting
- Any mention or display of any object that could be used as a weapon

Clients will be warned if their behaviour is unacceptable and asked to stop.

Where clients do not comply they will receive a BEHAVIOUR WARNING letter. Where client's behaviour is unacceptable on a subsequent occasion, they will receive a FINAL BEHAVIOUR WARNING and will be given notice of the withdrawal of services.

Clients will be told exactly the nature of the unacceptable behaviour.