

# Our Privacy Policy

## Scope

We process your personal data to provide you with our services.

Lab Services Limited is the Data Controller for the purpose of the Data Protection Act 2018.

## Purpose

Trust is a vital part of our relationship with our customers. You trust Lab Services Ltd to provide you with a high quality veterinary diagnostic service and this Privacy Policy explains why you can also trust us to protect your information.

## Data Collected by Lab Services Ltd

Activity	Purpose	Type of information	Retention Period	Lawful basis for processing	Is a 3 <sup>rd</sup> party involved in this data processing?
Provide a diagnostic service to our clients.	Accept diagnostic submissions, and report test results;  Deliver test supplies;  Discuss cases with submitting veterinary surgeons.	Practice name, postal address, email address, telephone number, name of submitting veterinary surgeon.	End of commercial relationship.	Provide a contracted diagnostic service to our clients.	A 3 <sup>rd</sup> party is not routinely involved in data processing;  In the event of contingency plan activation, practice or contractor details may be sent to our referral laboratories.

Email service information to practices.	Keep our clients informed about service changes.	Practice email address.	End of commercial relationship.	Legitimate business purpose.	No.
Store test results in our LIMS database.	Case monitoring; Staff training.	Practice details (as above);  Owner surname, patient name and signalment;  Test results.	Data will be anonymised at the end of the commercial relationship.	Legitimate business purpose.	No.
Store test request forms.	Generate pathologist reports;  Case monitoring;  Staff training.	Practice details (as above);  Owner name, patient name and signalment;  Clinical history;  Test requested.	Paper request forms are shredded within 3 months of receipt.  Electronic copies of request forms are held for 5 years, or at the end of the commercial relationship, whichever is sooner.	Legitimate business purpose.	No.
Liaise with commercial suppliers and external contractors.	Supply of goods or services to Lab Services Ltd	Business name, postal address, email address, telephone number.	End of commercial relationship.	Enable Lab Services Ltd to provide a contracted diagnostic service to our client;  Legitimate business purpose.	No.

## Your Privacy Control

You can exercise your statutory rights of access, rectification, erasure, objection and data portability by simply emailing us on [mydata@labservices.uk.com](mailto:mydata@labservices.uk.com).

Should you still not be satisfied after doing so, you are entitled to discuss the matter with a supervisory authority.

## Our Data Sharing Policy

Lab Services will not share your information with other companies, individuals or organisations unless:

- You've given us consent to do so.
- We have an identified legitimate interest to do so.
- We are legally required to do so.

## Keeping Your Data Secure

This Privacy Policy may be updated from time to time, please check back frequently to see any updates or changes. You will be informed should we make material changes about how we process your data.

## Contacting Us About Your Data

To contact us regarding the data that we store about you, you can email us at [mydata@labservices.uk.com](mailto:mydata@labservices.uk.com)

Alternatively, you can contact us via post using the address below.

The Data Protection Officer  
Lab Services Ltd  
Unit 8 Mowat Industrial Estate  
Sandown Road  
Watford  
WD24 7UY

Lab Services Limited is a company registered in England and Wales with company number 3171375. VAT Number: 674995380

This information was last modified on 15<sup>th</sup> October 2018.