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IMPORTANT – GDPR LEGISLATION CHANGES

Dear Client,

With the new GDPR regulation coming into force from 25th May 2018, we need to ensure you are happy with the ways in which we communicate with you.

We now have 7 different categories that form the basis of our client communication:

1. VACCINE REMINDERS
2. PARASITE TREATMENT REMINDERS
3. APPOINTMENT REMINDERS
4. HEALTH CHECK REMINDERS
5. REVIEWS AND SURVEYS



We deem these categories as 'legitimate business interests'. This means we think they are critical for us to provide you and your pet the best possible healthcare service.

6. PRACTICE/PET CARE ADVICE
7. OFFERS AND PROMOTIONS



These 'marketing' categories keep you and your pet up to date with offers and promotions relating to your pet and the practice.

Depending on the category, we send these communications by post, text or email and on rare occasions we may call you. You can choose to receive these reminders and communications or you can choose not to be contacted.

How do I review and change my communications preferences?

To review your communications preferences, please contact the Practice reception team (either in person or over the phone) and they will update them immediately. If you change your mind, we can update them again as required.

If we do not hear from you, we will work on the basis that the communications preferences you have already given us are correct. **However, we will automatically opt you out of the above 'Marketing' categories 6 and 7.** You can opt back in by phoning the practice, or our reception team will ask you when you next visit.

Assuring you of our best attention at all times,

MBM Veterinary Group.

MBM Veterinary Group is a trading name of MBM Vets Ltd
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