



MIC

Animal Services Ltd.

Unit 5 Potkins Lane
Orford
Suffolk
IP12 2SS

01394 647674

info@mic-as.com

www.mic-as.com

Privacy Policy

Our contact details

Name: MIC Animal Services Ltd

Address: Unit 5 Potkins Lane, Orford, Suffolk, IP12 2SS

Phone Number: 01394 647674

E-mail: info@mic-as.com Website: www.mic-as.com

The type of personal information we collect

We currently collect and process the following information:

- Client correspondence, addresses contact details where applicable Including email addresses and phone numbers.
- Customers' financial information.
- Where trading as a business the contact details and addresses etc.
- Staff employment data.
- Contractors' data



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How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- We collect client and livestock data to enable us to process and carry out our services effectively and advise accordingly.
- Our website, in the running and maintaining the website, we may collect and process the following data about you. Information about your use of our site, including details of your visits and the resources you access, such information includes traffic data, location data and the communication data or information voluntarily provided by you for example when you register or buy our services or communicate with us.
- Employment data will be shared with other government agencies such as HMRC.

We don't not gather or store any information indirectly.

We use the information that you have given us to enable us to carry out our services and to provide feedback and advice.

Staff employment data is held in accordance with employment, taxation and pension law.

Contractors' data is held for the purpose of managing their contracts.

We can only share data if it is done securely, and it is necessary to do so.

Clients' information and test results may be shared by prior consent with clients' veterinary practice, DEFRA and other governing bodies as appropriate.



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We may share this information with any suitable organisation, who with your consent, may ask for proof of and/or results of any testing performed by us.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting: MIC Animal Services Ltd, 01394 647674, or email: info@mic-as.com.

(c) We hold staff employment data because it is a legal obligation to do so.

(d) We hold contractors data because it is needed to fulfil a contract with us.

(f) We hold clients and livestock data because it is in our legitimate interest to do so. Without holding that data, we cannot work effectively in providing a service to you.



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How we store your personal information

Your information is securely stored at: MIC Animal Services, Unit 5 Potkins Lane, Orford, Suffolk IP12 2SS.

We will store and process your data for as long as we provide testing and services for you. We will archive (and that is, store with no further action) for as long as is required as legal and insurance purposes, or as recommended by trusted legal experts.

We store employment data for six years after an employee has left the company.

We will store contractor's data for seven years after the contract has ended.

When it is appropriate, we will then dispose of your information by removing all of your data from our records, backups and any hard copies with any of your data will be securely and completely destroyed.



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Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: info@mic-as.com, or phone: 01394 647674 if you wish to make a request.



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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at MIC Animal Services: 01394 647674 or email, info@mic-as.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>