

### **What happens after you have submitted your DSAR request?**

Once you have provided your details to the reception staff and they have seen your identification, your request goes to a designated GDPR Representative in the Practice for verification. You might be contacted if they need any further information.

Once we have all of the required information from you, we send your request to a central GDPR team at our head office. Once received by them, someone will be in contact with you to confirm that we have received your request. The GDPR team will also outline the timescales for completing your request and provide you with details on how to contact them if you have any questions relating to your request.

The GDPR team will then liaise with the practice(s) that hold data on yourself and begin the process of gathering it together.

As soon as we have successfully gathered and checked all the requested data, you will receive your data via the preferred method you indicated on your DSAR request. Should there be any issues with the request, a member of the GDPR team will be in contact with you to advise you of the situation and update you on timescales.

### **What should I do if I do not hear from anyone after I have submitted my DSAR form?**

We always send confirmation that we have received a DSAR request at the central GDPR team, so if you have not received this confirmation within 5-10 days, please contact your local practice and ask to speak to the GDPR representative. They should be able to update you on the status of your request, or put you in touch with someone who can.

### **What if I have questions?**

If you have any questions about how your data is processed or stored, please see our Privacy Statement, available online.

[www.albertcottagevets.com](http://www.albertcottagevets.com)

If you are not able to access this online, please speak to reception who will be able to print a copy for you.

For all other questions regarding your rights in relation to the data held by IVC, please contact your local practice in the first instance, who will direct your query to the most appropriate staff member. Someone will then be in touch to help you with your query.