

Details of the animal owner

Name: _____ First name: _____
Address: _____ Postcode, City: _____
Home phone: _____ Cell phone: _____
Email: _____ Date of birth: _____

Details of the animal

Animal name: _____ Animal species: _____
Breed: _____ Date of birth: _____
Sex: male female Neutered: yes no
Fur colour: _____ Chip number: _____
Pet ID Number: _____ Indoor cat: Outdoor cat:
Pet health insurance: No Yes, by _____
Abroad animal: yes Country: _____ Weight: _____

Please note, even in the case of animal health insurance, the costs are settled with you in advance. The insurance settlement takes place between you and your insurance company.

Chronic diseases / current medication

Known diseases/intolerances/allergies: _____
Durable/current medication: _____

Kalchreuth, date: _____ Signature _____

(With your signature you accept our attached DSGVO as well as the treatment contract)

Treatment contract

I affirm that I am the owner of the animal and therefore entitled to conclude a contract for the performance of necessary treatments and surgeries. I further affirm that I am willing and able to bear the costs incurred thereby.

If I am not the owner of the animal, I assure that I am acting on behalf of the animal owner. If there is no authorization, or if the animal owner denies an authorization, I hereby confirm that I will pay for the costs arising from the treatment.

I am aware that the Kleintierpraxis am Rathaus GmbH only treats pets that are not used for food production.

As far as it is necessary for the diagnosis, I authorize the owners and the employees of the practice to use the services of third parties (laboratories, special investigation institutions, etc.) on my behalf and for my account. I pay the costs incurred immediately in cash, by EC-card or, after a positive credit check, by invoice/instalments via the external clearing office BFS.

Please always cancel your appointments in good time if you are unable to attend. We kindly ask for your understanding that we will have to charge you an expense allowance of up to 50% of the treatment costs if you miss time-consuming treatments and especially surgeries without prior cancellation (latest 24 hours before the appointment).

I am aware that the practice has a right of retention to the treated animal if I am not willing or able to pay the costs incurred by the treatment of the animal in cash, by EC-card or an invoice payment by BFS cannot be made due to lack of creditworthiness.

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Facebook



Instagram

INFORMATION ON DATA PROTECTION

for patient owners

Dear animal owner

the protection of your personal data is important to us. According to the EU General Data Protection Regulation (DSGVO), we are obliged to inform you about the purpose for which our practice collects, stores or forwards data. The information also tells you what rights you have in terms of data protection.

1. RESPONSIBILITY FOR DATA PROCESSING

Responsible for data processing is:

Practice name: Kleintierpraxis am Rathaus GmbH

Address: Rathausstraße 2, 90562 Kalchreuth, Germany

Contact details: info@tierarztpraxis-kalchreuth.de / Tel: 0911-31109090

2. PURPOSE OF DATA PROCESSING

Data processing is carried out based on legal requirements in order to fulfil the treatment contract between you and your veterinarian and the associated obligations.

For this purpose, we process data, in particular the health data of your animal. This includes anamneses, diagnoses, therapy suggestions and findings that we or other veterinarians collect. For these purposes, other veterinarians with whom your animal is or has been treated may also provide us with data (e.g. in veterinary letters/findings reports).

The collection of health data is a prerequisite for the treatment of your animal. If the necessary information is not provided, careful treatment cannot take place.

3. RECIPIENTS OF YOUR DATA

We only transfer your personal data to third parties if this is permitted by law or if you have given your consent.

Recipients of your animal's health data may primarily be other veterinarians, veterinary clearing centres (BFS health finance), animal health insurances, animal owner liability insurances, professional liability insurance companies, external laboratories (Idexx, Laboklin, Synlab), animal crematoria (Rosengarten, Anubis) as well as the Bavarian Animal Diseases Fund.

The transmission is mainly for the purpose of invoicing the services performed on your animal, for clarifying veterinary findings and questions. In individual cases, data may be transmitted to other authorised recipients.

4. STORAGE OF YOUR DATA

We only keep your personal data for as long as it is necessary to carry out the treatment.

Due to professional regulations, we are obliged to keep this data for at least 5 years after completion of the treatment. According to other regulations, longer retention periods may apply, for example 10 years for tax-relevant documents in accordance with the German Fiscal Code.

5. YOUR RIGHTS

You have the right to obtain information about the data concerning you or your pet's health. You can also request the correction of incorrect data.

Furthermore, under certain conditions, you have the right to have data deleted, the right to restrict data processing and the right to data portability.

The processing of your data is based on legal regulations. Only in exceptional cases we do require your consent. In these cases, you have the right to revoke your consent for future processing.

You also have the right to complain to the competent data protection supervisory authority if you are of the opinion that the processing of your personal data is not lawful.

The address of the supervisory authority responsible for us is:

Name: Bavarian State Office for Data Protection Supervision

Address: Promenade 27 (Castle) 91522 Ansbach

6. LEGAL BASIS

The legal basis for the processing of your data is Article 9(2)(letter h) DSGVO in conjunction with Section 22(1)(No.1)(letter b) Bundesdatenschutzgesetz (German Federal Data Protection Act). If you have any questions, please do not hesitate to contact us.

Your team at the Kleintierpraxis am Rathaus GmbH