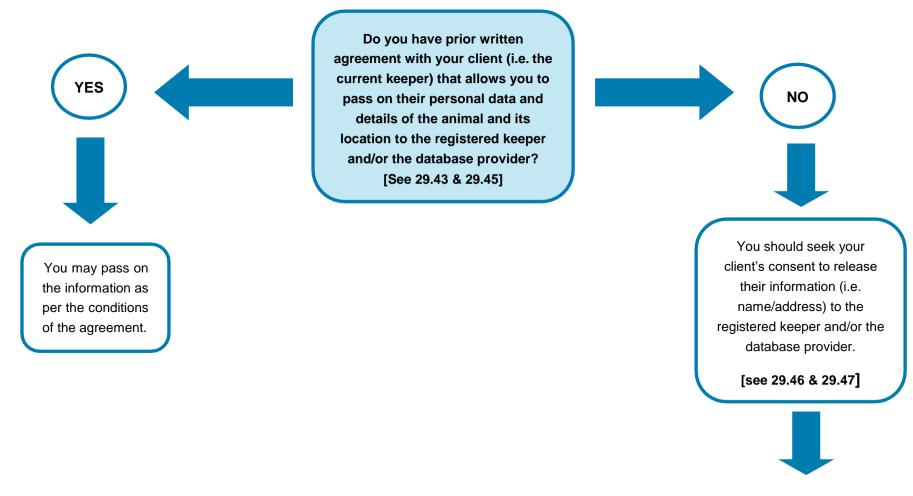


Client confidentiality and microchipped animals

What can I do if a client presents an animal registered in another person's name?



^{*}This flow chart should be read in conjunction with supporting guidance on client confidentiality (Chapter 29) in the RCVS Code of Professional Conduct for Veterinary Surgeons.

Contact the registered keeper and/or database provider and tell dthem the animal has been brought in. However, do not release your client's personal information at this stage. What you do next will depend upon what the registered keeper and/or database provider tells you (some disclosures are exempt under the DPA 1998).







Has your client given consent?









YES



Release the information to the registered keeper and/or database provider.

[See 29.47]

A. No issues

If the registered keeper is unconcerned about the situation, consent will need to be obtained to change the microchip details. (Remember, you should not pass on the current keeper's personal information)

[See 29.49]

B. Suspected theft

If the registered keeper and/or database provider tells you the animal is stolen, tell them you will pass on the client's personal details to the Police (alternatively, ask the registered keeper and/or database provider to report the theft and advise that you will provide the relevant information to the Police at their request).

[See 29.50 (a)]

C. Civil dispute

If the registered keeper wants to recover the animal, you should only provide the client's personal information if the registered keeper has engaged a lawyer/legal advisor to deal with recovery. The safest approach is to disclose the information directly to the legal advisors.

[See 29.50 (b)]

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