



# Customer Account Application Form - Ireland

**Tel:** 0504 43169

**Email:** finance@dugganvet.ie

**Web:** www.dugganvet.ie

Please complete **all parts** in block letters and then return by email to **finance@dugganvet.ie**

\*Business Name: \_\_\_\_\_

\*Name: \_\_\_\_\_

\*Veterinary Council Licence No: \_\_\_\_\_

\*VAT & Reg Number: \_\_\_\_\_

\*Tick if you are a Ltd Company  or Sole Trader

\*Tick if you are a Vet  Trade  Charity  Other  \_\_\_\_\_

\*Address: \_\_\_\_\_

\*Telephone: \_\_\_\_\_

\*Mobile: \_\_\_\_\_

\*Email (Accounts/Statements) \_\_\_\_\_

\*Email (Marketing/Newsletters) \_\_\_\_\_

*\*Tick here if you consent to receive marketing emails relating to product offers, new products, newsletters etc.*

**\*3 Business References**

Company	Contact	Telephone
_____	_____	_____
_____	_____	_____
_____	_____	_____

## SEPA Direct Debit Mandate

**Sinead: IE76ZZZ362414**

**Creditor Identifier: IE76ZZZ362414**

Legal Text: By signing this mandate form, you authorise (A) **Duggan Vet Supplies Ltd.** to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instruction from **Duggan Vet Supplies Ltd.** As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

Please complete all the fields below marked \*

\*NAME: \_\_\_\_\_

\*ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

\*COUNTY/CITY: \_\_\_\_\_ POSTCODE: \_\_\_\_\_

\*COUNTRY: \_\_\_\_\_

\*ACCOUNT NUMBER (IBAN): \_\_\_\_\_

\*SWIFT CODE (BIC): \_\_\_\_\_

Creditors information:

Name: Duggan Veterinary Supplies Ltd.  
Address Line 1: Unit 9, Thurles Retail Park  
Town: Thurles  
Country: Tipperary  
Country: Ireland

### TYPE OF PAYMENT - (Please Tick)

Recurrent  Once Off Payment

DATE OF SIGNING: \_\_\_\_\_

SIGNATURES: \_\_\_\_\_

## Conditions of Sale

1. Except where goods are sent on C.O.D. terms, or unless otherwise stated, payment shall be due 30 days from the date of the invoice. All prices are net and the customer shall pay the full amount shown due on the invoice, without making any unauthorised deductions there from. Duggan Veterinary reserve the right to alter the conditions of payment.
2. The title of the goods shall remain with Duggan Veterinary until the payment has been received in full for the goods.
3. Deliveries are free with an order in excess of €150. Where a special service such as weekend delivery, the extra cost will be charged.
4. Goods will not be accepted for return without the authorisation from a Duggan Veterinary sales representative. In no circumstances can goods be accepted for credits or exchange if the containers have been opened, part used, or the labels or seals broken, unless these goods have been received damaged by transit.
5. The customer must notify Duggan Veterinary of any breakage, leakage or short delivery within one business days of delivery and of any non-delivery within 3 business days of the date of invoice or notification of dispatch (whichever is earlier) otherwise no claims can be entertained and the customer will be liable for the full invoice price of the goods. The customer should notify Duggan Veterinary either via email, [sales@dugganvet.ie](mailto:sales@dugganvet.ie) or phone within one business day. As per customer's preference, either credit will be issued or replacement product will be dispatched. No credits on goods returned over 30 days.
6. Ambient temperature medicines (room temperature items) can only be returned as follows: Customer must notify product return within one business day of receipt either via email, [sales@dugganvet.ie](mailto:sales@dugganvet.ie) or phone. There will be an additional cost of 10 euros for product return. The customer must ensure maintenance of ambient temperature storage conditions during storage at its premises. It must be ensured that no damage to the packaging has been made and the product is returned in its original condition. Duggan Veterinary will dispatch an ambient temperature-controlled packaging within one business day to the customer for return. The returned goods must be returned in that packaging within one business day of its receipt. The original delivery docket must be sent with the returned goods.
7. Cold chain veterinary medicinal products (fridge items) can only be returned as follows: Customer must contact Duggan Veterinary within 24 hours of the delivery to log the return and to arrange collection of the goods. The goods must be in the Company's possession within 5 days from delivery and a signed Veterinarian's statement is required to confirm product was stored between +2°C and +8°C (degrees Celsius). Temperature documentation (printed temperature records) must also be provided by Customer.
8. Delivery may be totally or partially suspended by Duggan Veterinary during any period which it may be prevented or hindered from supplying or delivering by normal route of means of delivery, the goods covered by this contract, through any circumstances outside the control of Duggan Veterinary including, but not limited to, strikes and lockouts and industrial disputes.
9. The liability of Duggan Veterinary in respect of any delivery or any goods compromised in any delivery, except as regards liability for personal injury or damage to property, shall be limited to the invoice price of the said delivery. Duggan Veterinary accepts no liability for personal injury or damage to property, caused or arising from the supply or use of any goods distributed by Duggan Veterinary and such liability is expressly excluded by these conditions of sale.
10. Prices quoted herein are subject to change without notice to the Purchaser. All orders will be subject to the price ruling at the date of receipt of the order by Duggan Veterinary.
11. It is the responsibility of the customer to inform Duggan Veterinary if at any time their licence/registration expires and has not been renewed, is limited, revoked, cancelled or no longer associated with said account.

Duggan Veterinary is a limited company within the Republic of Ireland.

I/We agree to be bound by the conditions of sale and have read and understood them.

Signature of Authorised Person: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Privacy Statement

Duggan Veterinary is fully committed to adhering to the General Data Protection Regulation and the Data Protection Act 2018 and to respecting your privacy rights. This privacy statement sets out how we process personal data and information that you give to us. We are committed to protecting your personal information. You are not required to provide us with personal data unless you wish to avail of our services/products, and/or receive updates about our work.

### THIS PRIVACY STATEMENT EXPLAINS:

- Who we are and why we collect your personal data
- For how long we hold your data and who receives it
- How you may request the personal data we store about you
- Who to contact about data protection issues in our organisation

### WHO WE ARE AND WHAT WE DO

Duggan Veterinary provide for the sale and distribution of Veterinary Pharmaceutical products to Veterinary Practices, Wholesalers etc. We also sell licensed products to various customer categories. This privacy notice is aimed at individuals who avail of our services/products.

A full list of the various categories of Products we sell, is available upon request.

### DATA WE COLLECT

We collect personal data that identifies you as an individual. We do this when you have provided us with information and consented for its use in your interest and for the purposes set out in this privacy statement. The personal information we collect includes your name, postal address, email address and telephone number and data that enables you to make meaningful choices about the products/services we offer. In collecting and processing your data we are committed to:

- Putting you in control of your privacy and providing you with clear choices
- Being transparent about how we collect and use your data
- Securely protecting the data your entrust to us and data processors used by us, using appropriate organisational and technical measures
- Adhering to data protection laws

When you visit our website or fill our contact/application forms you consent to the use of that information as set out in this statement. If you wish to withdraw consent to being contacted by us, please do so by sending an email to [conor@dugganvet.ie](mailto:conor@dugganvet.ie) with 'UNSUBSCRIBE' in the message subject line. The personal data that you provide us with will only be used for the purpose for which it has been originally obtained or to fulfil legal or regulatory requirements as appropriate. We will not share the personal data you provide with third parties for marketing purposes or store any of your information outside of the European Economic Area. We may collect legally obtained information from third parties and add this information to our user databases. This information will be only be collected and used to help us to fulfil our services to clients. Individuals have a responsibility to ensure that any emails including attachments that they send us must be within the bounds of the law of the Republic of Ireland. Unsolicited content or mail of a criminal nature will be reported to the relevant authorities and blocked.

### WHY WE COLLECT DATA

Any personal information that you provide will only be used for the purposes for which it has been provided and reasonable incidental purposes only. It will be treated with the highest standards of confidentiality and security and in strict accordance with the General Data Protection Regulation. Duggan Veterinary uses your information to provide you with the most suitable services or related services that you wish avail of or access. Your information will not be passed onto third parties for marketing purposes. We share your data with third parties only for the purposes set out on the next page:

**Third Party Description   Purpose for Sharing Data**

<i>Sub-contractors</i>	<i>To help us to run our business in an effective manner under our terms and conditions of contract with you</i>
<i>Cloud Service Providers</i>	<i>To store information legitimately held by us for business purposes</i>
<i>IT Back-up Providers</i>	<i>To store information legitimately held by us for business purposes</i>
<i>IT Service Providers</i>	<i>To store information legitimately held by us for business purposes and IT for security and services</i>
<i>Email Service Providers</i>	<i>To help us to run our business in an effective manner for legitimate business purposes</i>
<i>Internal Customer Databases</i>	<i>To run internal customer databases in an effective manner under our terms and conditions of contract with you</i>

By providing your personal information and where you have agreed to receiving communications from us, we may use your personal data to:

- Update you on offers in relation to our Product Range/Upcoming Courses
- Send out information about upcoming events such as Vet Conference Shows
- Improve the level of services that we provide

**THE LEGAL BASES FOR THE PROCESSING OF YOUR DATA ARE:**

Processing necessary for the performance of a service/contract which you have entered into with us or to take steps at your request prior to entering into a contract.

Processing necessary for compliance with a legal obligation(s) to which we are subject.

Processing necessary for the purposes of the legitimate interests of Duggan Veterinary and where such interests are not overridden by your interests or fundamental rights or freedoms which require the protection of your information.

Processing based on your consent for such processing to take place.

Processing necessary to protect your “vital interests” or that of a data subject.

**HOW LONG WE HOLD DATA**

The length of time we hold your data will depend on the purposes for which we obtained it. We will only hold this data for as long as we deem necessary.

We hold information for as long as a person is willing to remain as an active customer/supplier.

In line with Regulation/Revenue Rules, where required we will hold information for six years to meet our compliance in this regard.

**PROTECTING DATA**

We will take appropriate legal, organisational and technical measures to protect your personal information and use a variety of security measures and procedures to safeguard your data against unauthorised access, disclosure or use. We cannot guarantee the security of the data you transmit to our website. Transmission is at your own risk. Once we have received your data, we will employ appropriate technical measures to protect your personal data.

**COOKIES**

Our website may use technology called “cookies”. This is a small text file that is placed on your device by a server and allows websites or mobile applications to respond to you as an individual. You can choose to accept or decline cookies. Please refer to your internet browser instructions to specify your cookie preferences. If you decline cookie features, you may not be able to fully experience the interactive features on our website.

**WEBSITE USAGE**

We automatically collect information about browser type and operating system, pages you visit and your Internet Protocol addresses through Google Analytics. We do so, to help us to better understand how website visitors use our web site so that we can improve the user experience. This information is aggregated, providing us with data about the total number of visitors to our website and the total number of visitors to each page. Individual users are not typically identified through these analytics.

**CHILDREN'S PRIVACY PROTECTION**

We understand the importance of protecting children’s privacy online. This website is not designed for or intentionally targeted at children aged 16 years or younger. It is not our policy to intentionally collect or maintain information about anyone under the age of 16 years.

## RESPECTING YOUR RIGHTS

We are committed to upholding your rights as an individual. These rights include:

- Right of access – the right to request a copy of the information we hold about you in accordance with the Data Protection Act 2018.
- Right of rectification – the right to correct data we hold about you that is inaccurate or incomplete in accordance with the Data Protection Act 2018.
- Right to erasure – in certain circumstances, you can request information we hold about you to be erased from our records. This will be done in accordance with the Data Protection Act 2018.
- Right to restriction of data processing – in certain circumstances, you have a right to restrict the processing of data. This will be done in accordance with the Data Protection Act 2018.
- Right of portability – The right of data portability applies to data that we process automatically provided to us by you and that we are processing based on your consent or to fulfil a contract.
- Right to object – You have a right to object to certain types of data processing such as direct marketing.

To make a personal data request, please use the contact point for us listed in this privacy statement.

## WHO TO CONTACT ABOUT DATA PROTECTION ISSUES

If you wish to contact us regarding data protection issues or to make a personal data request, you may submit your query via the following options:

Post your enquiry to: Conor O'Dwyer, Duggan Veterinary Supplies Ltd,  
Unit 9, Thurles Retail Park, Thurles, Co. Tipperary.

Email your enquiry to: [conor@dugganvet.ie](mailto:conor@dugganvet.ie)

Telephone your enquiry to: 0504 43169

## COMPLAINTS

If you wish to make a complaint about how your personal data is processed by us or how your data processing complaint has been handled by us, you have a right to lodge a complaint with the Supervisory Authority.

The contact details for the Data Protection Commission's office is as follows:

Post: Office of the Data Protection Commission. Canal House, Station Road, Portarlinton,  
Co. Laois, R32 AP23, Ireland.

Telephone: +353 (0761) 104 800; LoCall 1890 25 22 31

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

This privacy statement was last updated on 18/01/21.

This is a live document and is subject to regular review. We reserve the right to modify this privacy statement at any time. We encourage you to review this privacy statement each time you visit our website.



**DECLARATION LETTER FOR THE YEAR 2023**  
**USE OF CONTROLLED DRUGS IN COMPLIANCE WITH THE MISUSE OF DRUGS ACTS**  
**USE OF HUMAN MEDICINAL PRODUCTS UNDER THE 'CASCADE' PRINCIPLES**

**TO WHOM IT MAY CONCERN**

I, the undersigned<sup>1</sup>, hereby declare that in 2023:

- I will use controlled drugs under the terms of Misuse of Drugs Acts and regulations made under the Acts.
- I will use human medicines under the terms of Article 112 of Regulation (EU) 2019/6 and Regulation 18(2) of the European Communities (Animal Remedies)(No. 2) Regulations, 2007 (S.I. No.786 of 2007).
- I will use exempt human medicinal products only under those situations where no authorised product is available for the treatment of affected animals.

I am responsible for the use of controlled drugs belonging to different Schedules. Schedule 2 and Schedule 3 controlled drug(s) will be stored securely and appropriately in a suitable safe/cabinet with restricted access.

I am responsible for the use of human medicines and will only use them for the treatment of animal(s) under my care in situations where there is no animal remedy authorised by the HPRA and to avoid unacceptable suffering to the animal(s).

I will maintain records to show use of controlled drugs/human medicines in each individual animal. Any adverse reactions will be reported immediately by emailing [jyoti@dugganvet.ie](mailto: jyoti@dugganvet.ie). The products will be stored at registered premises and will not be available for sale. They will be stored in compliance with product authorisation and legislative requirements at the correct temperature.

**List of controlled drugs available from Duggan Veterinary Supplies Limited:**

- |                     |                        |                 |
|---------------------|------------------------|-----------------|
| • Buprenorphine     | • Pentobarbital Sodium | • Phenobarbital |
| • Butorphanol       | • Diazepam             | • Pethidine     |
| • Ketamine          | • Methadone            | • Etc.          |
| • Codeine Phosphate | • Morphine             |                 |

**Returns Policy: All Human Products & Controlled Drugs must be returned within 7 working days by registered courier. Any products returned after 7 days cannot be accepted back on our system.**

Signatures: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name (CAPITAL LETTERS): \_\_\_\_\_ VCI Number: \_\_\_\_\_

Practice / Institution Address: \_\_\_\_\_

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<sup>1</sup>Declaration can be signed by a Veterinary Surgeon who is authorised by the practice/institution or alternatively, each Veterinary Surgeon can individually sign the declaration letter.

**INTERNAL CHECKLIST**

*(for internal purposes only)*

Application Received by: Customer  Rep  Sales

References Received:

VCI Number:

Inform / Assign Area Sales Manager:  Rep \_\_\_\_\_

Signed Controlled Drugs Declaration:

VAT and Registration Number Received:

Credit Terms: Direct Debit  Protorma  Other

Approval by Responsible Person/Deputy Responsible Person:

\_\_\_\_\_

Date of Approval: \_\_\_\_\_

BONAFIDA Check: