



Veterinary Physiotherapy & Canine Rehabilitation

Sarah Long Vet Physio - Privacy Statement

The information we collect:

Sarah Clemson Vet Physio requires certain pieces of personal information from you to carry out its business and provide you with effective services, meet service needs and legal requirements. These include

- Your full name
- Your contact telephone number
- Your postal address
- Your email addresses
- Details about your animal
- Information from your referring veterinary practice which may include your personal details
- Veterinary records in relation to your animal
- Details about your veterinary practice & other veterinary professionals involved in your animal's care
- Clinical records about your animal's treatment (special category data)
- Information of any disability or health concern that you freely give us that may affect the way we provide our services to you and compile our treatment plans for your animals
- Information of any incidents and injuries occurring on our premises
- Records relating to your animal's treatment, the monitoring of progress and any information and personal data you freely give us in relation to this

We do not collect any sensitive personal information such as racial or ethical information

How we process your information

We only use your personal information to:

Maintain effective communication with you regarding your animal's care, appointments and with other veterinary professionals

Inform you of any changes to our products and services that may affect you

To maintain up to date accounts and HMRC requirements

Legal basis for processing your personal data

Sarah Clemson Vet Physio fully states that all

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained/processed with your consent or for legitimate interest purposes.
3. Personal data held must be adequate, relevant and not excessive.
4. Personal data must be accurate and kept up to date.
5. Personal data shall not be kept for longer than necessary.
6. Personal data shall be processed in accordance with rights of data subjects.
7. Personal data must be kept secure.
8. Personal data shall not be transferred outside the European Economic Area (EEA) unless there is adequate protection.

How we keep your data and keep it safe

Digitally stored information is kept in a password secure format on devices and cloud storage

Information in hard format is kept in a lockable filing cabinet

Data retention:

Clinical records are kept for 5 years

Data for HMRC are kept for 6 years

Your rights

The right to be informed about the data we hold on you and what we do with it

The right of access to the data we hold on you

The right for any inaccuracies in the data we hold on you, however they come to light, to be corrected.

The right to have data deleted

The right to restrict the processing of the data

The right to transfer the data we hold on you to another party.

The right to object to the inclusion of any information

The right to regulate any automated decision making and profiling of personal data.

Website privacy policy

This privacy policy sets out how your personal data is gathered and used when you visit the www.vetphysio.com website

Sarah Clemson Vet Physio is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We only collect information you freely share with us. We may ask you to share the following information:

- First and last name
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other relevant information in order to optimise the service we offer you

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. You have the right to opt out of receiving any, should you opt in.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Website privacy and how we use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. **Wix websites** automatically **use cookies** to give visitors the best, most personalised user experience

Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to client needs. We only use this information for statistical analysis purposes and then the data is removed from the system after 14 months.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer, however this may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you, please write to sarah.vetphysio@gmail.com

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible to sarah.vetphysio@gmail.com.

We will promptly correct any information found to be incorrect

Sarah Long

Veterinary Physiotherapy & Canine Rehabilitation

MSc Veterinary Physiotherapy

T: 07977 578156

W: www.vetphysio@gmail.com

E: sarah.vetphysio@gmail.com