

# **The North Devon Vet Physio**

## **Privacy Policy**

### **ABOUT US**

The North Devon Vet Physio is the trading name for Jenny Johnson BSc (Hons) Veterinary Physiotherapy, MNAVP. Our registered address is 6 Seymour Villas, Woolacombe, EX34 7AQ.

### **THE PURPOSE OF THIS NOTICE**

Data protection regulation is set to change on 25 May 2018 as part of new General Data Protection Regulation (GDPR) laws, which could affect how organisations and businesses collect, use and store people's personal data.

This privacy policy sets out how The North Devon Vet Physio uses and protects any information that you give The North Devon Vet Physio personally or when you use this website. This notice is designed to help you understand what kind of personal information is collected with regard to our veterinary physiotherapy services, what it is used for and how it is stored.

### **WHAT IS PERSONAL DATA?**

Personal data is information relating to an identified or identifiable person. Examples include an individual's name, age, address, date of birth, gender and contact details but does not include animal data. The processing of personal data is governed by the General Data Protection Regulation (the GDPR).

### **PERSONAL DATA COLLECTED AND SECURITY**

To enable a thorough veterinary physiotherapy service for your animal(s), we will collect personal data to ensure this service can be provided. This will be collected either verbally, electronically via email or other forms of messaging i.e mobile phone messaging. This data will only be shared with your animals' Veterinary Practice to obtain consent for treatment as it is a legal requirement that anyone treating an animal must have veterinary permission to do so. A veterinary physiotherapy report may be sent to your veterinary surgeon but your permission will be obtained prior to this. Any personal data will be kept in a password protected file on a password protected computer. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we will take all

appropriate technical and organisational steps to safeguard the confidentiality, integrity, availability and authenticity of your data and the information we collect.

## **WHY DO WE NEED YOUR PERSONAL DATA/HOW WE USE YOUR INFORMATION?**

We rely on an explicit consent basis to use your personal information which includes a legal obligation to obtain veterinary consent before treatment can be administered. By filling out the customer consent form you are giving your consent for us to process your information in several different ways. We will never sell, distribute or lease your personal information to third parties. We will only pass on your personal information if we are required by law to do so.

We may use your information for a number of purposes including the following:-

- Compliance with legal, regulatory and corporate governance obligations and good practice.
- To provide you with information about our work or our activities that you have agreed to receive.
- Ensure we know how you prefer to be contacted.
- Keep a detailed record of your animal and their treatments which may at times be required by my insurance company or your veterinary surgeon.

We will use the information you give us to perform services you have requested such as:-

- Being a recipient of veterinary physiotherapy services.
- To send you a reminder of an upcoming appointment by text message.
- To send you a report from physiotherapy appointments which include findings, treatment carried out, and home exercise plans.

## **DATA RETENTION**

All data will be retained for 7 years after the last dated treatment of your animal(s) as specified by our insurance company, and the professional organisation – NAVP.

## **HOW WE STORE YOUR INFORMATION**

We store your information on paper records in a locked cabinet, online systems and in exchange of emails with your veterinary surgeon.

## **YOUR RIGHTS**

Individuals are provided with legal rights governing the use of their personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with whom it is shared, where it is located, to object to its processing, to have the corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data. We will never sell, distribute or lease your personal information to third parties. We will only pass on your personal information if we are required by law to do so.

## **CHANGING THE PRIVACY POLICY**

The North Devon Vet Physio has the right to make any changes to our privacy policy and this will be posted on our website and you will be informed, where necessary.

## **HOW TO CONTACT US**

If you believe that any information we are holding on you is incorrect or incomplete or if you have any queries regarding this notice please contact Jenny Johnson at [info@thenorthdevonvetphysio.com](mailto:info@thenorthdevonvetphysio.com)