

Privacy Policy

Identity and contact details of the data controller in your company (GDPR)

Grace Natrass, Yew Tree Cottage, Tibberton, Gloucester GL19 3AQ

- Disclose that the visitor is entitled to access, correct, delete and limit processing of personal data (GDPR)
- Disclose that the visitor is entitled to receive personal data so that they can be used by another processor (GDPR)
- Disclose that the visitor has the right to lodge a complaint with a supervisory authority (GDPR)
- Please also check that log files in your web servers do not contain personal data such as the IP address

Personal Data

Fairburn Vet Physio collect personal information about our clients and former clients for the purpose of performing physiotherapy services and any follow up services that may be required. The information that we collect from you may include your name, email address, telephone number, mobile telephone number, postal address, insurance details and information from your vet (for animal physio services). We may also receive the above personal information about you from external sources such as vets or insurers where that information is necessary to carry out the physiotherapy services received from Fairburn Vet Physio.

This data is always held securely and is only shared with paraprofessionals to keep them informed of progress and changes in treatment. When you agreed to treatment by Fairburn Vet Physio you agreed to give your explicit consent to allow us to document and process your personal data. Contact details provided by you, such as telephone number, email address, postal address may be used to remind you of future appointments and provide reports or other information regarding treatment. There may be circumstances related to treatment, on-going care or veterinary diagnosis that will require the sharing of the records with other paraprofessionals and/or insurance companies.

In addition, we may use your personal information for the following reasons; the legal basis for these uses is set out next to each use:

- 1) To manage our business – this is in our legitimate interests as it furthers our aims and objectives.
- 2) To manage any complaints, feedback and queries received from clients – this is in our legitimate interests as it allows us to provide the service expected by our clients.
- 3) To send you marketing materials about Fairburn Vet Physio– this information will only be sent to you where we have your consent or where we feel there are legitimate reasons of interest. We may also use your personal information to comply with any legal or regulatory obligations where necessary.

How do we keep your personal information secure?

We will use appropriate technical and organisational security measures which comply with the requirements of data protection law in order to keep your personal information secure against unauthorised or unlawful use and accidental loss, damage or destruction.

We will store all of your personal data on secure servers, personal computers and mobile devices and in secure manual record-keeping systems.

Although we will do our best to keep your personal information secure, we cannot guarantee the security of your personal information transmitted via email or via our website as the transmission of information via the internet is not completely secure; therefore, any transmission is at your own risk.

What rights do you have as a Data Subject in relation to your personal information?

Please see below a summary of your rights in relation to your personal information under data protection law, some of these rights are subject to exemptions:

- 1) Right of access to your personal information held by Fairburn Vet Physio.
- 2) Right to rectify any personal information that is incorrect or incomplete.
- 3) Right to erasure of your personal information in certain circumstances where it is no longer required by Fairburn Vet Physio or you withdraw your consent in relation to the receipt of marketing materials.
- 4) Right to restrict the use of your personal information in certain circumstances.
- 5) Right to data portability – this means that your personal information will be provided to you in a structured, commonly used and machine-readable format where the use of your personal information is by electronic means.
- 6) Right to object to the use of your personal information and direct marketing.
- 7) Right to withdraw consent where we rely on your consent as our legal basis for using your personal information.

8) Right to complain to the relevant data protection authority; this would be the Information Commissioners Office, address below in 'Complaints' section.

The General Data Protection Regulation (GDPR), which is EU-wide, and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU Data Subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA