

Privacy Statement Northwest Veterinary Physiotherapy

Northwest Veterinary Physiotherapy is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it with reference to the Data Protection Act 1998.

Your consent

We may collect personal information from you in a variety of ways including, but not limited to, when registering an animal for treatment, when visiting our website or facebook page, filling out a form, and in connection with other activities, services, features or resources we make available. By using our Website (www.northwestvetphysio.com) and by using the services provided by Northwest Veterinary Physiotherapy, you understand and agree that personal information you provide will be held on a database created and operated by us. We will collect personal identification information only when you voluntarily submit such information to us. You can always refuse to supply personal identification information, except that it may prevent you from engaging in certain activities relating to Northwest Veterinary Physiotherapy or limit treatment options for your animals.

What information do we collect and why?

Your title, first name, surname, postal address, email address, telephone and if applicable payment information. You may also be requested to give your details for other reasons. These details are collected either in person, by telephone or online, to help us:

- Register your details as a new client or update your details if they change
- Register your animal
- Make appointments
- Process the fees due for any treatment
- Contact you about your animal
- Understand your needs and listen to your feedback
- Enhance your experience by delivering a more personally tailored service
- Respond to any issues or queries
- Notify you about changes to our service

No information relating to Special Categories of Personal Data including race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, information about health, criminal convictions or offences will be collected. Data is never knowingly collected from children. For further information about personal data contact the Information Commissioners Office.

How we protect your information

We endeavor to protect your information by:

- Keeping your information up-to-date and accurate. Please note that, to do this, we require you to tell us if any of your details such as your name or address change
- Having in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access

Statement on the use and disclosure of Personal Data

We do not sell, trade, or rent personal identification information to others.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions or agreements or contracts between us or to protect the rights, or safety of Northwest Veterinary Physiotherapy, our customers, their animals or others. This includes exchanging information with other companies and organisations for the purposes of animal protection, fraud protection, credit risk reduction and our internal investigations including customer complaints and claims where this is required or permitted by law.

Northwest Veterinary Physiotherapy does not use third party or direct marketing communication and your personal data will not be used for this purpose.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes. The Website may, from time to time, contain links to and from the websites of other parties; if you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Cookies

In order that we can monitor and improve the website, we may gather certain information about you when you use it, including details of your domain name and IP (Internet Provider) address, operating system and browser. A cookie is an element of data that a website can send to your browser, which may then store it on the hard drive of your computer. Cookies allow us to understand who has seen which pages and advertisements on the Website and to make the Website more user friendly. We use cookies so that we can give you a better experience when you return to the Website. Most web browsers automatically accept cookies. You do not have to accept cookies and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie. This will give you the opportunity to decide whether to accept it or not.

Access Rights

You have a right to access or request the personal data about you that is held by us.

Data Retention

Your personal data will be retained for as long as necessary to fulfill the purposes for which it was collected including legal, accounting or reporting requirements.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications

If you have any queries about data protection, please contact Lesley Williamson on 07951 604728.