

Chester Veterinary Physiotherapy Privacy Policy

This privacy policy will explain how Chester Veterinary Physiotherapy uses the personal data collected from you when you use our website and subsequent services. By volunteering your data to us, you agree to the terms below.

What data do we collect and why?

Personal identification details will only be collected voluntarily from you either in person, by email, by phone or online when you contact us. Other relevant information may be collected if applicable. Consent will always be obtained before data is used.

We use this data to:

- Register you and your animal as a client, or update your details
- Book and manage appointments
- Process treatment fees and insurance claims
- Contact you regarding your animal or appointment
- Contact you regarding any changes to our service
- Respond to your queries and feedback
- Discuss your case and share clinical findings with the referring vet as appropriate
- Share basic case details, photos and videos on social media

Your data will not be used for any marketing communications unless specified by you. Any other use of your data will be discussed and agreed voluntarily by you.

How do we store your data safely?

All data, including personal information, and photos/videos of your animal is stored digitally on password protected devices and will be backed up to ensure your data will not be lost. Any paper copies will be kept in a locked cabinet.

How long is your data retained?

Data is stored for 6 years after your last appointment in order to comply with the UK Statute of Limitations for legal and regulatory requirements.

What are your data protection rights?

1. Your right of access
 - You have the right to ask us for copies of your personal information.
2. Your right to rectification
 - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
3. Your right to erasure
 - You have the right to ask us to erase your personal information in certain circumstances.

4. Your right to restriction of processing
 - You have the right to ask us to restrict the processing of your information in certain circumstances.
5. Your right to object to processing
 - You have the right to object to processing if we are able to process your information because the process forms part of our public tasks, or is in our legitimate interests.
6. Your right to data portability
 - You have the right to request that we transfer the data we have collected to another organisation, or directly to you, under certain circumstances.

For further information about these rights and how they may apply to you, please visit the Information Commissioner's Office at <https://ico.org.uk/>.

How do we use cookies?

Computer cookies are small amounts of data collected when you visit our website. It is only used when you have voluntarily accepted when entering the website. They provide data which may be used to analyse your preferences, activity and use of the website, as well as to enhance the website usability.

For further information about our data protection and privacy policy, contact Kate Outram on 07734484948.