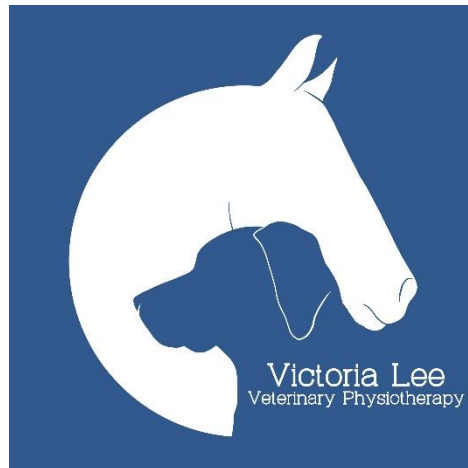


## Victoria Lee Veterinary Physiotherapy



### Privacy Policy

Your privacy is important to Cotswold Core Veterinary Physiotherapy and the handling of your data will comply with the General Data Protection Regulation (GDPR).

We will hold onto your personal information for as long as required for the patient and with regards to GDPR regulations.

We have a legal requirement to ensure you are aware of what we aim to do with your information and who the information may be shared with. To deliver physiotherapy services to you, there may be instances where your information is shared with those involved with the treatment of your animal.

Occasionally we may need to ask other organisations for information about you and your animal in order to meet our legal responsibilities and to provide a veterinary physiotherapy service. Your information may be shared to other organisations as permitted or needed by law, for example to allow them to perform their statutory duties or, where required, to avoid harm to yourself, other persons or your animal.

We have a responsibility to:

- Keep information needed to provide physiotherapy services and comply with our legal obligations
- Keep your records secure and accurate
- Only keep your information as long as is required
- Collect, store and use the information you provide in a manner that is compatible with the General Data Protection Regulation

We will continually aim to ensure your personal data is protected, whether it is kept electronically or in paper form. You have a right to access information about you and can request to see it.

### Data Collected

The data collected is details including name, address, phone number, date of birth, notes and comments made by the veterinary physiotherapist, and information held in files. This can include written communication, emails, photographs, and audio and video recordings. We do not need or store sensitive personal data, such as religion, ethnicity or criminal records.

Information we may collect from our website includes, but is not limited to, the Internet protocol (IP) address, your login information, internet browser information, time zone, and information about your visit (including URL, date and time, products viewed, searches, errors, time on pages, and interaction on the page.

The data will be stored safely in our office.

## Sharing Information

Sometimes we might need to share the personal information you have provided with other organisations, such as your veterinary practice or insurance company. We share simple information such as name, address, phone number and animal's name.

Occasionally, consent is not needed:

- Preventing or prosecuting crime
- To fulfill legal obligation or to enforce our terms and conditions

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. 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.

The GDPR act allows you the right to gain access to your personal information. Your right can be implemented in agreement with GDPR legislation.

## Changing the privacy policy

We have 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.

## Contact

Any queries may be sent to [vleevetphysio@outlook.com](mailto:vleevetphysio@outlook.com) or 07852 385084, or by post to:

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