



Privacy Policy

07361857035

kylabaileyvetphysio@gmail.com

This document refers to our privacy policy where personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain. 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), seeks 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.

Kyla Bailey Veterinary Physiotherapy collects personal information about its clients and former clients for the purpose of performing veterinary 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 veterinary physiotherapy treatments). We may also receive the above personal information about you from external sources such as vets, or insurance providers where that information is necessary to carry out the veterinary physiotherapy services received from Kyla Bailey Veterinary Physiotherapy.

This data is always held securely and is only shared with paraprofessionals to keep them informed of progress and changes in treatment. For data storage purposes your data will be handled by the director who has complied with the integrity and confidentiality agreement. When you agreed to treatment by Kyla Bailey Veterinary Physiotherapy, you agreed to give your explicit consent to allow the veterinary physiotherapist 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 medical diagnosis that will require the sharing of the records with other paraprofessionals and/or insurance companies. Where this is required, we will request your written permission first, unless we are under a legal obligation to comply.

In addition we may use your personal information for the following reasons;

1. To manage complaints, questions and feedback received from clients - this is in our legitimate interest and we wish to provide you with the best service.
2. To manage our business and meet aims and objectives.

Consent

Through agreeing to our privacy policy, you are agreeing to Kyla Bailey Veterinary Physiotherapy processing your data for the purposes which have been outlined to you. You may withdraw your consent at anytime by using the contact information provided to you.

How long will Kyla Bailey Veterinary Physiotherapy keep my personal information?

We will keep your personal information for as long as it is necessary for the purpose we collect it. The exact period will depend on the purpose for which we hold your information; we will keep the information for the duration of the provision of any veterinary physiotherapy services and for a number of years afterwards, as detailed below;

1. Veterinary Physiotherapy notes are kept for eight years from the last treatment
2. Accounts are kept for seven years

When these times have lapsed, all personal data will be shredded securely.

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 Kyla Bailey Veterinary Physiotherapy.
- 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 Kyla Bailey Veterinary Physiotherapy, 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 Commissioner's Office, address below in 'Complaints' section.

Accessing your personal data

The Data Controller will accept the following forms of identification (ID) when information on your personal data is requested;

One piece of photographic ID (driving licence, passport), a birth certificate and a utility bill not older than three months. If the Data Controller is not satisfied with the quality of the evidence, further information may be sought before personal data can be released. All requests should be made to Kyla Bailey, Data Controller for Kyla Bailey Veterinary Physiotherapy can be found via kylabaileyvetphysio@gmail.com or 07361857035.

Complaints

In the event that you wish to make a complaint about how your personal data is processed by Kyla Bailey Veterinary Physiotherapy, you have the right to complain to us.

Contact details

In order to exercise any of the rights listed above, or if you have any queries relating to the way we collect, use, or store your personal information, please contact Kyla Bailey Veterinary Physiotherapy using the details below:

Email: kylabaileyvetphysio@gmail.com

Phone: 07361857035

Post: 16 Gauntlet Way, Southam, Warwickshire, CV47 0JX