

## Rose Veterinary Physiotherapy's Privacy Policy

### **Our contact details**

Name: Rose Veterinary Physiotherapy

Address: 10 Woodfield Road

Phone Number: 07854545624

E-mail: [info@rosevetphysio.co.uk](mailto:info@rosevetphysio.co.uk)

Web address: [www.rosevetphysio.co.uk](http://www.rosevetphysio.co.uk)

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Consenting to physiotherapy treatment
- For gaining Veterinary consent
- For invoicing

We use the information that you have given us in order to process invoices and gain Veterinary consent for treatment as per section 19 of the Veterinary Surgeons Act (1966).

We may share this information with your registered veterinary practice.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [info@rosevetphysio.co.uk](mailto:info@rosevetphysio.co.uk)

(b) We have a legal obligation.

(c) We need it to perform a public task

## **How we store your personal information**

Your information is securely stored.

We keep your name & contact details for 1 year after We will then dispose your information by permanently electronically deleting your data, it cannot be recovered after this.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@rosevetphysio.co.uk](mailto:info@rosevetphysio.co.uk) you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@rosevetphysio.co.uk](mailto:info@rosevetphysio.co.uk).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>