

Privacy Policy

Tiggy Harris Veterinary Physiotherapy (hereinafter referred to as THVP) is committed to protecting your personal information. This relates to any personal information you have given THVP at any stage of your animal's physiotherapy treatment. Client details are bound by the client confidentiality law within the Veterinary Surgeons Act 1966. THVP complies with the General Data Protection Regulation (2018).

Under the Data Protection Act (2018) you need to know how these details will be used:

- All personal details are kept confidential and never passed on to a third-party.
- THVP stores your information on paper in files in a locked filing cabinet, in online systems, and in email exchanges with your animal's veterinary surgeon.
- All information is kept up-to-date and accurate.
- Your personal details will only be used to contact you on matters relating to the services provided by THVP.
- Relevant information regarding the health of your animal may be discussed with your veterinary surgeon in accordance with the Veterinary Surgeon's Act (1966), but no personal details will be shared.
- Data will be kept for up to 7 years, as needed for insurance purposes and will be used by THVP for communication with you, your animal's veterinary surgeon, or other veterinary professionals involved in their care.

You have the right to:

- See any information held by THVP on you and correct it if it is wrong.
- See any information about your animal that THVP shares with your veterinary surgeon.
- Request that your data is deleted. All files will be carefully destroyed. Please be aware that if you request certain information is deleted, this may prevent us from maintaining adequate records in order to provide a service to you or keep you informed of our activities.
- Request that your data is not used for certain purposes.

By using the services of THVP and signing our Terms and Conditions, you are agreeing to this Privacy Policy.

Date: 01/01/2025

Policy review date: 01/01/2026