

Wrekin Veterinary Physiotherapy Privacy Policy

Our contact details

Name: Wrekin Veterinary Physiotherapy

Phone Number: 07776 689 754

E-mail: lucy@wrekinveterinaryphysiotherapy.co.uk

The type of personal information we collect

We currently receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information and document the purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, phone number, address, communications); payment details (including credit card information), comments and feedback.

How we get the personal information and why we have it

When you conduct a transaction or contact form on our website, as part of the process, we collect personal information you give us such as your name, card details and email address. Your personal information will be used for the specific reasons stated below only.

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

- To provide and operate the services
- To provide communication with customers for assistance and support
- To provide customers with general or personalised service-related notices and promotional messages
- To allow payment for services
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services
- To comply with any applicable laws and regulations

We also receive personal information indirectly, from the following sources in the following scenarios:

- From referring veterinary practices to provide information about the case in question

We may share this information with your veterinary practice, paraprofessionals or insurance company if important for the case.

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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 lucy@wrekinveterinaryphysiotherapy.co.uk

(c) We have a legal obligation.

(f) We have a legitimate interest.

How we store your personal information

Our company website is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

We keep clinical and client records for 7 years as specified by the professional organisations NAVP and AHP. These are kept securely and confidentially, with adequate backups electronically in place. We will then dispose your information in a manner which safeguards against accidental loss or disclosure of content and protects client confidentiality. This involves deletion of any electronic information from all storage and backups and shredding of any physical forms.

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.

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How do we communicate with the site visitors?

We may contact you to notify you regarding your booking, or your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, or postal mail.

How do we use cookies and other tracking tools?

Wix uses cookies to keep track of the settings users have selected and actions they have taken on a site. More information can be found here: <https://support.wix.com/en/article/cookies-and-your-wix-site#informing-your-visitors-about-cookies>

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

How to access data

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at lucy@wrekinveterinaryphysiotherapy.co.uk.