



Privacy Policy

About Me

Lottie Bridle Veterinary Physiotherapy is the trading name of Lottie Bridle Bsc (Hons), NAVP. My registered address is Parkers, Rowhill Lane, Balcombe, West Sussex, RH17 6JG

Purpose of this Notice

On May 25th 2018, as part of the General Data Protection Regulation (GDPR) rules, data protection regulations changed, potentially affecting how organisations and businesses gather, use, and store people's personal data.

This privacy statement explains how Lottie Bridle Veterinary Physiotherapy utilises and protects any personal details you provide to us when you use this website or in person. This notice is intended to inform you about what personal information obtained, how it is used, and how it is processed in connection with our veterinary physiotherapy services.

What is Personal Data?

It is information relating to an identified or identifiable person, for example, a person's name, address, age, date of birth, gender, and contact details. It does not, however, include animal data.

Personal Data Collected and Security

For me to provide the best Veterinary Physiotherapy service for your animal, I have to collect personal data. This can be collected:

- Verbally
- Electronically (email)
- Other messaging forms (mobile phone texting)

You should feel confident that this data will only ever be shared with your veterinary practice, as it is needed to gain consent for treatment of your animal, which is a legal obligation. Veterinary reports will also be sent back to your vet, but I will gain permission from you before doing this.

Why do we need your Personal Data?

Your data is needed to identify your animal to the veterinary surgeon. I also need to keep detailed records of the treatment sessions that have been done with your animal, for my own records and for insurance purposes. Furthermore, I will be keeping the data to maintain the standards set out by the professional regulatory body that I am accredited by, the National Association of Veterinary Physiotherapists (NAVP).

How will your personal data be protected?

Personal data collected will be kept on one computer in a password protected file, and any paper information that you might give me will be stored in a folder in a locked file cabinet. We will take all necessary organisational and technical steps to safeguard the confidentiality, availability, and validity of your data and the information we obtain in order to avoid unauthorised access or disclosure. Your data will only be kept for seven years, as specified by the NAVP.

Your Rights

Individuals have the right to know what personal data about them is kept, for what reason, how it is processed and used, with whom it is exchanged, and where it is stored. In addition to this, you have the right to object to its processing, have incorrect data corrected, obtain copies of the data, and impose limits on its processing. I will never sell or lease your personal data to third parties, and you may also request your personal data to be deleted.

Contact me

If you have any queries, or you believe any of the information I have is incomplete or incorrect please do not hesitate to contact me at lbvetphysio@outlook.com or 07767845561.