

Animal Rehabilitation

PRIVACY POLICY AND GDPR

What does this privacy policy cover?

PIVOTAL Animal Rehabilitation commits to protecting your personal information. The use of 'I' or 'me' in this document refers to Rachel McAllister, the owner of PIVOTAL Animal Rehabilitation. This document explains how I collect and use your personal data.

What is your personal data?

Your personal data is any data that relates to a living individual that can be identified using that data. This is governed by the General Data Protection Regulation (GDPR).

What information do I gather?

As a customer, you will provide information such as your name, email, address, phone number and details of your animal including a full clinical history.

How will I use your information?

Explicit consent will be obtained to use any of your personal information, this will include the legal requirement to obtain consent from your animal's veterinarian before any treatment can be delivered. By signing the customer consent form you are agreeing to give your consent for me to process your information, however, I will never lease, sell or distribute your personal information to any third parties and I will only pass on your personal information if law requires it.

I may use your information to:

- Provide you with updates on activities and information on my work.
- Ensure I am aware of your contact preferences.
- Comply with legal, regulatory obligation and as a part of good practice.
- Send you a reminder of your upcoming appointment.
- Send you a report from the appointments including treatment and home exercise plans.
- Keep your veterinarian updated on treatments and home exercise plans from your appointments.

Disclosure and information sharing

Your information will be shared with your animal's veterinarian, associated professionals and your pet insurers all with your consent prior to disclosure.

How do I keep your records?

All data is kept for 7 years after your animal's last treatment, as specified by the professional organisation IRVAP. Your information is stored on electronic password protected records in a secure and protected external hard-drive, online secure systems and in email exchanges with your animal's veterinarian and associated professionals.

Privacy Policy

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Your rights

You have the right for any inaccuracies to be corrected or deleted, however, if you request information to be deleted, this may prevent me from keeping adequate records to provide services to you or to keep you informed of our activities.

By signing below you agree for me to appropriately handle your information within and limited to these terms.

Name: _____

Date: _____

Signed: _____