1. Veterinary physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966. Therefore, all clients who are currently under veterinary care must have a referral/consent from their veterinarian before physiotherapy treatment. If your animal has not directly been referred to me by your veterinarian, I will need to contact your veterinarian to acquire a referral before your appointment unless the visit is for maintenance only.

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2. Cancellationsmust be made at least 24 hours before the appointment to avoid charges. The client will be liable to pay the full price of the physiotherapy treatment fee if a cancellation is made under 24 hours before your appointment, or if the appointment is a "no show". However, if your animal has an illness or contagious disease, please call to reschedule your appointment. You will not incur a charge in this situation.

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3. Privacy Policy - All of the client's details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the CSP code of conduct. Hooves, Paws, and Pelvic Floors Physiotherapy also comply with the General Data Protection Regulation (GDPR).

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4. The right is reserved to refuse physiotherapy treatment if the animal requires veterinary treatment before physiotherapy, or if the animal is considered a danger to the physiotherapist.

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5. BACS is the preferred payment, but cash will be accepted. Please ensure payment can be made at the time of the appointment.

6. If you are claiming for physiotherapy treatment from your insurance company, you must have a referral from your veterinarian and approval from your insurance company before physiotherapy treatment. You will have to pay for appointments upfront and claim the cost of treatment back from your insurance company.

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7. For equine clients, please ensure your horse is in its stable, dry, and fully brushed before the start of their appointment time.

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8. For canine clients, please ensure your dog has had the opportunity to go to the toilet before their physiotherapy session. Please have your lead available and a clear area where your dog can have physiotherapy treatment lying down and please ensure they are dry and not muddy.

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By confirming your physiotherapy appointment, you are agreeing to the terms and conditions stated above.

**What this privacy policy covers**

Hooves, Paws, and Pelvic Floors Physiotherapy are committed to protecting your personal information. In this policy, references to 'we' or 'us' mean Hollie Baxter, the owner of Hooves +, Paws and Pelvic Floors Physiotherapy, and ‘you’ refers to the client. This notice explains how we collect and use your personal data.

**What is personal data**

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

**Information we gather**

As a customer, you will give us information that may include your name, postal address, email address, phone number and details of your animal including full clinical history. We may also hold your browsing history of the content you have visited on our sites, including information on how you were referred to our sites via another website to analyse and evaluate our website (www.hppphysiotherapy.co.uk).

**How we use your information**

We rely on an explicit consent basis to use your personal information which includes a legal obligation to obtain veterinary consent before treatment can be administered. By filling out the customer consent form you are giving your consent for us to process your information in several different ways. We will never sell, distribute or lease your personal information to third parties. We will only pass on your personal information if we are required by law to do so.

We may use your information for a number of purposes including the following:-

* Compliance with legal, regulatory and corporate governance obligations and good practice.
* To provide you with information about our work or our activities that you have agreed to receive.
* Ensure we know how you prefer to be contacted.
* Keep a record of your relationship with us.

We will use the information you give us to perform services you have requested such as:-

* Being a recipient of veterinary physiotherapy services.
* To send you a reminder of an upcoming appointment by text message.
* To send you a report from physiotherapy appointments which include findings, treatment carried out, and home exercise plans.

**Information Sharing and Disclosure**

We will share your information with your veterinary surgeon and your pet insurers.

**Keeping Your Records**

All data will be retained for 7 years after the last dated treatment of your animal (s) as specified by the professional organisations; HCPC, CSP/ ACPAT.

**How We Store Your Information**

We store your information on paper records in a locked cabinet, online systems and in exchange of emails with your veterinary surgeon.

**Your Rights**

You have the right to have any inaccuracies corrected, amended or deleted. If you request certain information that you have provided to be deleted this may prevent us from maintaining adequate records to provide a service to you or keep you informed of our activities.

**Enquiries and Contact Details**

By visiting our website and using our services you are agreeing to these policies. If you have any questions or concerns about the privacy policy, or our practices with regards to your personal data, please email Hollie Baxter at hollie@hppphysiotherapy.co.uk or call 07809250561.

By signing below you agree to Hooves, Paws and Pelvic Floors Physiotherapy’s privacy policies.

Printed name ………………………………………………………….

Signature ……………………………… Date ……………………………………….