



# Delta Veterinary Physiotherapy

## Terms and Conditions

- The client must be the owner or primary carer of the animal OR have written permission from the animal's owner that the client (a secondary carer which includes full loaners and sharers) can pursue physiotherapy. The owner will be responsible for all costs incurred.
- The client must be present for the duration of the session.
- The client must pay at the end of the session either by cash or BACS transfer. If session is not paid within 7 days of an invoice issue date, an administration fee will be charged in addition to the outstanding balance.
- Balances outstanding after 60 days of the invoice issue date may be referred to a debt collection agency or court.
- The client must pay full price for the session in the case of no shows.
- The client must pay full price if the session is cancelled within 24 hours of the session.
- The client is responsible for payment whether or not the treatment is part of an insurance claim. The client will be responsible for all charges should for any reason the insurance company refuse the claim.
- If the treatment is to be covered on the animal's insurance, the animal must be referred for physiotherapy by the vet before treatment commences.
- Veterinary referral is no longer required for maintenance and well being cases. If the animal has any condition, including but not limited to: lameness, illness or disease, said animal must obtain veterinary consent before commencing the session.
- If the animal is found by the therapist to have any undiagnosed condition during the assessment or treatment, the session is stopped immediately, and the client is asked to obtain veterinary consent before commencement of the next session. The client must pay full price for the session.
- Equicantis Rehab Software is utilised to provide physiotherapy exercise prescriptions and session reports.
- Delta Veterinary Physiotherapy has the right to amend and alter the Terms and Conditions at any time.



# Delta Veterinary Physiotherapy

## Data Protection and GDPR

Delta Veterinary Physiotherapy will store the following personal data:

- Name
- Address
- Phone number
- Email address

All data is stored in electronic and hard copy format. The electronic data is held locally as well as on the Equicantis Rehabilitation Software. Processing data is necessary for the legitimate interests of Hannah Thorpe as controller of the data collected, as under the terms of the General Data Protection Regulation (GDPR). Your personal data will not be shared with a third party and will not be subject to any automated decision making or profiling.

### Your rights

- Your data will be stored for the purposes described above for a maximum of 10 years.
- You have the right to access the personal data held about you and to verify the lawfulness of its possessing.
- You have the right to have any errors in the data to be rectified
- You have the right to have the data held about you erased or restrict how the data is processed.
  - This is under certain circumstances and there may be a conflict between erasing this data and holding it for the purposes of insurance. If you wish for your data to be erased, you may not be able to claim a retrospective case on my insurance.
- You have the right to object to how your data is processed.
- You have the right to complain to your Statutory Authority (the Information Commissioner's Office in the UK) about my handling of your personal data
- Failure to provide the data requested may result in being unable to provide you with the services offered.

If you have any questions or requests in regards to processing your personal data, please contact me via email to [info@deltaveterinaryphysiotherapy.co.uk](mailto:info@deltaveterinaryphysiotherapy.co.uk)

For more information about GDPR and your rights, visit [www.ico.org.uk](http://www.ico.org.uk) for the Information Commissioner's Office.