**Westmac Canine Therapies Privacy Notice**

*The purpose of this notice is to make you, our clients, aware of what personal data we will collect and hold about you, why we hold it, and how it will be used or shared. We recognise the requirement to treat all personal information in an appropriate and lawful manner that complies with the Data Protection Act 1988: General Data Protection Regulations (May 2018)*

**Who We Are**

Westmac Canine Therapies is the trading name for Westmac Canine Therapies Ltd at The Cross, Trellech Cross, Trellech, Monmouth, NP25 4PX. All questions relating to this notice and our privacy practices should be raised with Westmac Canine Therapies in writing to the above address or emailed to [contact@westmac.co.uk](mailto:contact@westmac.co.uk)

**The Data We Collect About You and How We Collect It**

The personal data, or personal information, we will collect is:

* Your name, address, contact home and/or mobile telephone number, email address and where applicable, your date of birth
* Your pet’s name, breed, age/date of birth and gender
* Where applicable, your insurance company and policy number
* Your veterinary practice name, address, contact telephone number and email address, from whom we will receive your pet’s current medical information or history relevant to Hydrotherapy.
* Your pet’s patient notes and history from an alternative referral source to your nominated veterinary surgery (e.g. Langford Referrals, Highcroft Referrals, Sarah Price Physiotherapy)

The source of this information will be through direct communication with yourself, your nominated veterinary practice, an alternative referral source (e.g. Sarah Price Physiotherapy), or through the ‘Contact’ page on [www.westmac.co.uk](http://www.westmac.co.uk). Westmac Canine Therapies does not store or access any personal information through the Facebook page and does not use it as a form of communication with clients.

**How We Will Use Your Personal Data**

1. To complete the referral process and register you and your pet as a new client
2. To complete the registration process for our Pet First Aid courses if applicable
3. To contact you to discuss; past, current or future appointments, to arrange, reschedule or cancel, or enquire generally if the client has not attended for an undetermined time period.
4. To communicate with your nominated veterinary practice/referring veterinary surgeon regarding your pet’s current or past medical condition/history.
5. To process and manage payments, fees and charges, or to collect and recover money owed to us.
6. To ask you to leave a review or take a survey; which may include the option of entering or partaking in a prize draw or competition.

**Data Security and Retention**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way.

**Your Rights**

You have the right to request access, correction or erasure of your personal data.