



## Privacy Statement

House of Hound Hydrotherapy are committed to protecting your privacy seriously and maintaining the security of any information we have received from you. We strictly adhere to the requirements of the GDPR legislation in the UK. We will only use your personal information to allow us to provide services which are directly under the 'House of Hound Hydrotherapy' centre and will not contact you about any other offers or services.

### Collection of information

House of Hound Hydrotherapy may collect the details provided by you when you register with our services or make an enquiry via your Veterinary practice or Surgeon. We require some personal details in order to undertake our role. We collect and hold personal information such as your name, address and contact details plus details of your animal, including your registered veterinary practice. We will also hold sensitive or confidential information such as the medical history and clinical records of your animal. Any information will remain completely confidential, stored securely in either locked storage (paper copies) or on a password protected device (electronically) and will not be passed onto third parties or used for marketing purposes without your prior consent.

### How long do we hold your data

Legally and to comply with our professional requirements we are required to keep your personal and clinical information for 7 years.

There are occasions where sharing your personal information is necessary to carry out our services, however, this will only be shared with appropriate parties on a need to know basis. For example if we need to contact other health professionals about you to optimise the care you receive from us, however, this will be discussed with you.

If you are unhappy with any part of the service you receive from us, wish your data to be amended/removed or to request a copy of the data we hold please inform us as soon as possible in writing to [office@houseofhoundhydrotherapy.co.uk](mailto:office@houseofhoundhydrotherapy.co.uk)

From time to time House of Hound Hydrotherapy, Canine Fit Clinic or any other organisation under the umbrella of House of Hound Hydrotherapy would like to contact you to keep you updated on our services, offers, events and other information that may be of interest to you, we prominently do this via social media, however, we may also use messages via text/email and occasionally through the post. By consenting to this you will only receive information directly from our service and your personal information will not be passed on to any third parties.

### Please indicate your consent by ticking the appropriate box below:

I consent for you to contact me to keep me updated

I do not wish to be contacted for any purpose other than to provide the service I have requested

**I confirm I have read and fully understand the Privacy statement, I consent to the collection and use of my personal data as part of the services provided by House of Hound Hydrotherapy, Canine Fit Clinic.**

Signed \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_