



Terms and Conditions – Physio

1. **Cancellations must be made at least 24 hours prior to the appointment to avoid charges. The client will be liable to pay a £25 fee if a cancellation is made under 24 hours prior to your appointment, or if the appointment is a “no show”.**
2. I give my full consent for Anglian Vet Physio & Hydrotherapy (AVPH) to perform physiotherapy assessment and appropriate treatment to my animal. I also give my permission for all findings and treatments to be discussed with my veterinarian and I understand that AVPH may refer my animal back to my veterinarian.
3. Veterinary physiotherapists and all musculoskeletal therapists are required to treat under veterinary referral in accordance with the Veterinarians Act 1966. Therefore, any clients currently under veterinary care for a condition/injury must have a referral/consent from their veterinarian prior to physiotherapy treatment.
4. The right is reserved to refuse physiotherapy treatment if the animal requires veterinary treatment prior to physiotherapy, or if the animal is considered a danger to the physiotherapist.
5. BACs is the preferred payment, but cash will be accepted. Please ensure to pay at the appointment, or before the 7th day after the appointment. Fees for payments later than 7 days after the appointment will apply.
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 prior to physiotherapy treatment. You will have to pay for appointments up front.
7. All of the client’s details are strictly bound by client confidentiality law within the Veterinarians Act 1966 and the NAVP code of conduct. AVPH also complies with the General Data Protection Regulations (GDPR).
8. For equine clients, please ensure your horse is dry and fully brushed.
9. For canine clients, 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.

Anglian Vet Physio & Hydrotherapy Privacy Policy

What this privacy policy covers

Anglian Veterinary Physiotherapy is committed to protecting your personal information. In this policy, references to 'we' or 'us' means Sammi Curtis, the owner of Anglian Vet Physio & Hydrotherapy. This notice explains how we collect and use the personal data about you.

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 (the 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.anglianvetphysio.co.uk).



Anglian Vet Physio & Hydrotherapy



Anglian Vet Physio & Hydrotherapy

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anglianvetphysio@gmail.com

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 owner 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 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 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 veterinarian 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 organisation NAVP.

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 veterinarian.

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 contact Sammi Curtis at anglianvetphysio@gmail.com or call 07775161526.