



## FOUR PAWS FITNESS LTD PRIVACY POLICY

In this privacy policy, references to “we”, “us” and “our” are to Four Paws Fitness Ltd.

This privacy policy sets out the basis on which Four Paws Fitness Ltd collects, uses and discloses your personal data via our Services. “Services” include but are not limited to; Physiotherapy, Massage Therapy and Laser Therapy.

### What information do we collect

Four Paws Fitness Ltd does not collect or store any data that you do not provide freely or that you do not give permission for us to access. Four Paws Fitness Ltd collects data only when the client has chosen to enquire about or use our Services, or when we are provided with a veterinary referral and full clinical history for the patient. The data we collect includes but is not limited to; owner contact information, clinical history of the pet(s) and treatment and assessment records of the pet(s).

The following information may be collected by Four Paws Fitness Ltd directly from our clients:

1. Owner (client) contact information: If clients request information about our Services, or wish to book an appointment, we request information necessary to contact the client. This information may include, but is not limited to; the client’s full name, postal address, contact number(s) and email address.
2. Pet(s)(patient) information: This will include full clinical history from the patient(s) referring veterinary practice.
3. Veterinary Practice (VP) information: This includes but is not limited to; referring veterinary surgeon’s full name, VP address, VP contact number and patient’s full clinical history.
4. Client or Veterinary Practice contact with Four Paws Fitness Ltd: We may retain information (such as email and message content) from client and

veterinary practice interaction with us via email or phone. We do this to provide effective customer service and support.

### How do we use the information we collect?

Four Paws Fitness Ltd will use personal data to provide our Services only. We will only collect data necessary for the purpose of providing our Services. However, in order to use our Services, clients in some cases will need to provide certain personal details. Four Paws Fitness Ltd guarantees that such data will be treated confidentially and in accordance with legislation governing the protection of personal data. We will never sell your data.

### When will we disclose the information we collect?

We use other companies who provide us with services to support our business. When we employ another company to perform business-related functions, we provide them with the data needed to effectively carry out the activity which in some cases may include personal data (such as name or address).

### Marketing Messages

In some cases, Four Paws Fitness Ltd will contact you via email or post to provide up to date information about our Services. If you do not wish to receive these communications you can withdraw consent at any time by contacting us at [ellis@fourpawsfitness.co.uk](mailto:ellis@fourpawsfitness.co.uk). Please be aware that opting out of receiving marketing messages will not affect communications that enable us to provide our Services, such as Treatment Plans or invoices/receipts.

### Protecting your information

Four Paws Fitness Ltd has implemented various safeguards to ensure the safety and privacy of your personal data. We have developed administrative, technical and physical safeguards throughout our business. In the event of a data breach, Four Paws Fitness Ltd will launch an investigation and comply with the Information Commissioner's Office's reporting procedure.



## Retaining your information

We retain your personal information as long as it is relevant and necessary for us to provide our Services. We may also retain information from previous clients in order to comply with current government regulation, resolve disputes, troubleshoot problems and assist past clients with Service enquiries. After it is no longer necessary for us to retain your personal information, we will dispose of it in its entirety in a secure manner.

## Your Rights

Four Paws Fitness UK Ltd guarantees the User the right to access, rectify, eliminate and object to the processing of personal data by notifying Four Paws Fitness Ltd via email at [ellis@fourpawsfitness.co.uk](mailto:ellis@fourpawsfitness.co.uk). Users are also given the right to lodge a complaint with The Supervisory Authority at any time; in the UK, this is the Information Commissioner's Office (The ICO).

## Reviews and changes to our Policies

We regularly review and, where necessary, update our privacy information. If we plan to use personal data for a new purpose, we update our privacy information and communicate the changes to individuals before starting any new processing.