

- Synergy Small Animal Rehabilitation ("Us", "We" and "Our") will only provide physiotherapy and hydrotherapy treatments to animals under veterinary referral to us whereby an animal is currently undergoing veterinary intervention. This is in conjunction with the Veterinary Surgeons Act 1966 and the Veterinary Surgery (Exemptions) Order 2015.
- The Veterinary Surgeons Act 1966 Section 19 restricts the practice of veterinary surgery to registered members of the Royal College of Veterinary Surgeons subject to a number of exceptions.
- The Veterinary Surgery (Exemptions) Order 2015 Section 19 states that any treatment by physiotherapy given to an animal by a person must be under the direction (i.e. prescription) of a veterinary surgeon. The Royal College of Veterinary Surgeons has interpreted physiotherapy as any manual therapy, which also includes, but is not restricted to, hydrotherapy, osteopathy, and chiropractic. This does not include aromatherapy or acupuncture.
- We will conform to the Code of Conducts set out by the National Association of Veterinary Physiotherapists (NAVP) and Canine Hydrotherapy Association (CHA).
- **Cancellations made less than 24 hours before the services are due to be provided, the client shall be pay to us a cancellation charge equivalent to 100% of the charges set out in the initial confirmation of the appointment**
- If we believe that an animal presented to us requires veterinary attention before any treatment occurs, we have the right to refuse treatment, until the issue(s) has been treated by a qualified veterinary surgeon.
- Our obligations to the client include conforming to the Data Protection Act 1998 (see below) and doing everything necessary to provide a professional and necessary treatment to their animal as well as informing them of any health and safety or security measure, relevant to the premises.
- The clients obligations to us include co-operating in order to provide sufficient care and welfare to their animal and full payment for every treatment.
- Expenses call out: the first 20 miles remain the same as those that can be found in the appointments section of this website. Travel outside this radius will be charged at 45p per mile for the outbound and return legs of journey.
- Payment to be made by cash or card on the day of treatment. If paying by BACS, payment must be made prior to the treatment session. If individual circumstances require a direct claim from us to the clients insurers, an £10 admin fee will apply for each claim.
- For invoices that are not paid within 7 days after the relevant treatment session, additional late fees will apply.
- We shall provide digital copies of physiotherapy treatment reports to both the client and referring veterinary surgeon(s) within 2 working days of the relevant treatment session if and when required.
- Additional hard copies of reports: £5 each if produced and mailed at same time as original report, £10 if requested at a later date.
- Clients will not be alerted to minor changes will be made to our Terms & Conditions but will be notified for major changes such as pricing changes.

Privacy Policy

- All personal data shall be processed fairly, lawfully and will be kept anonymous to anyone who is not the client, referring veterinary surgeon or other qualified practitioner that may be treating the same animal.
- All personal data shall be obtained only for the purposes of providing physiotherapy and hydrotherapy treatment to a clients animal, and shall not be further processed in any manner incompatible with this purpose.
- All personal data shall be adequate, relevant and not excessive in relation to the purpose of providing physiotherapy and hydrotherapy treatment to an animal.
- All client personal data shall not be kept for longer than 7 years.
- All patient records shall not be kept longer than 5 years.
- All personal data shall be processed in accordance with the General Data Protection Regulation (GDPR). We will collect your data including name, address, telephone and email for the purposes of record keeping and communication only. The legal basis for processing of your personal data, under the terms of the GDPR, is that this processing is 'necessary for the purposes of the legitimate interests of us as controller of the data collected. 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:

- You have the right to access the personal data we hold about you and to verify the lawfulness of its possessing.
- You have the right to have any errors in the data we hold about you rectified.
- Under certain circumstances you may have the right to have the data we hold about you erased or else place restrictions on how we process your data.
- You have the right to object to how we are processing your data.
- You have the right to complain to your Statutory Authority (the Information Commissioner's Office in the UK) about our handling of your personal data.
- Failure to provide us with the data requested may result in us being unable to provide you with the services offered.

Please contact us with any questions regarding personal data.

For more information about the General Data Protection Regulation and your rights, please visit the Information Commissioner's Office at <https://ico.org.uk>