

privacy policy

Halle Mackman Veterinary Physiotherapy Privacy Policy

Updated: 01/10/2025

1. Who are we

Business Name: Halle Mackman Veterinary Physiotherapy

Location: Northampton, United Kingdom

Email: info@hallevetphysio.com

URL: www.hallevetphysio.com

2. What the Policy Covers

This privacy policy applies to all services provided by Halle Mackman Veterinary Physiotherapy including:

- Canine veterinary physiotherapy consultations
- Equine veterinary physiotherapy consultations

3. Personal Data

Halle Mackman Veterinary Physiotherapy works in accordance with the General Data Protection Regulation (GDPR) to securely hold your data for the purpose of veterinary physiotherapy treatment only.

3.1 The Information We Collect:

Dependent on consultation, we may collect:

- The owner's first name and surname.
- The owner's contact details, including email address and phone number.
- The owner's home or yard address and postcode.

- The animal's name, breed, age, sex and clinical history.
- The animal's veterinary practice details, including name, address and contact details.

Payments are processed by either cash or bank transfer; therefore, no payment information is directly collected.

3.2 How We Collect Your Data

Data may be collected by:

- Email.
- Phone calls/text messages.
- Social media direct messages (Instagram, Facebook, WhatsApp).
- Contact forms from our website.

3.3 How We Store Your Data

All personal data is stored digitally and securely in a password locked folder. No paper/physical notes used within the session are kept.

3.4 What We Do with Your Information:

Your information will be used for the following:

- Processing the appointment booking.
- Managing future appointments.
- Veterinary reports/updates (with your consent).

All personal data is never shared with any third parties for marketing intentions.

3.5 How Long Is Your Data Held

All data from clients is held for seven years and deleted after to keep in line with legal obligations and good practice within the industry.

3.6 Your Rights

Individuals have the right to the following:

- Access, correct and update their own data.
- Request withdrawal or delete of their data.
- Complain if they believe their data has been handled unlawfully.

If access or a request for data is necessary, please contact info@hallevetphysio.com.

Any questions regarding the Halle Mackman Veterinary Physiotherapy Privacy Policy, please contact info@hallevetphysio.com.

Kind Regards,



Halle Mackman

BSc Equine Sports Science | MSc Veterinary Physiotherapy | MNAVP