
Terms and Conditions

The following document sets out the terms and conditions of using the services of Cat Ferguson McTimoney Animal Therapist ('company', 'I', 'we', 'our', 'us'). By using our services you agree to all terms and conditions.

1. General Terms

- **Client confidentiality:** we will not discuss or disclose any of your information with any third parties, however, case details may be discussed with your veterinary surgeon (see Data Protection Policy below). Sharing your information for any other purposes (e.g. if handing your case to another practitioner, or social media case studies) will only be done with your explicit consent.
- **Payment:** fees must be paid in full within 7 days of invoice. Payment can be made by cash at time of treatment or by BACS following treatment. BACS details can be found on the invoice.
- **Cancellations:** we are happy to reschedule your appointment up to 48 hours before your appointment. Any cancellations made within 24 hours of your appointment may be charged at full price unless the appointment space can be filled. We understand circumstances may force you to cancel your appointment, but we ask that you contact us as soon as you can.
- **Insurance claims:** many insurance companies cover animal chiropractic treatments under 'complementary therapy', and the McTimoney Animal Association (MAA) is recognised by insurers. It is the client's responsibility to carry out insurance claims; however, we ensure that we keep thorough and accurate records from all assessments and treatments should these be required. Please note that it is the client's responsibility to ensure payment is made within 7 days of invoice, regardless of insurance status.

2. Data Protection Policy

In compliance with the Data Protection Act 2018, Cat Ferguson McTimoney Animal Therapist is committed to ensuring confidentiality & secure handling of all client data.

- Data may be collected verbally, electronically (email or messaging) or in written form by Cat Ferguson McTimoney Animal Therapist.
- The type of data collected includes: your personal information (e.g. your name, address, contact details); your animal's details (e.g. name, age, veterinary history); details of your veterinary practice (name, address, contact details); and any data relating to your animal's history and assessment findings, which may include photographs or videos (subject to your consent).
- Your data will be retained by us in order to: provide a thorough and accurate animal therapy service; keep detailed records in compliance with insurance and MAA membership requirements; share case specific details with your veterinary surgeon; share case specific information with other practitioners (subject to your consent); share case specific information for insurance purposes; share case specific information if required to carry out an audit for the MAA; share basic case information on my social media (subject to your consent).
- All electronic data is securely stored in a password protected file on a password/fingerprint protected device, and any paper data is stored in a locked metal filing case.
- All data will be kept for 7 years following your last treatment. You have the right to: access your data; limit how your data is used; transfer your data to another organisation/person; have your data deleted in certain circumstances.

3. Health and Safety / Biosecurity Policy

In compliance with the Health and Safety at Work Act 1974, Cat Ferguson McTimoney Animal Therapist has put the following measures in place.

- Any accidents (involving myself, a client or a member of the public) will be reported on an accident form and will be kept securely on record in case of any insurance claims. Accident report forms will be available either digitally or in paper format.
- Fitness to practice: I ensure that I only ever work within my current scope of practice, and will refer cases to other practitioners if necessary. I ensure that I stay up to date with training and relevant research. I endeavour to maintain the physical strength and fitness required to safely carry out manual aspects of animal chiropractic and massage therapy work.
- Biosecurity: I aim to prevent the spread of infection with regular and thorough hand washing and use of antibacterial hand sanitiser, disinfecting any equipment after every use, and regular washing of uniform/PPE. I will stay up to date with any additional biosecurity risks (e.g. equine Strangles outbreaks, COVID-19), and will put in place any additional measures suggested by the Government or MAA.

Over and above, I aim to provide a service which is safe for animals, clients, myself and members of the public. Whilst the client is responsible for the handling of their animal, I will endeavour to give advice and guidance on safety (e.g. use of hat, gloves & suitable footwear for trotting up, use of muzzle for some dogs), and retain the right to refuse treatment if I feel that health and safety standards are being compromised.