

PRIVACY NOTICE

This Privacy Notice will help you understand how we collect, use and protect your personal information.

WHAT INFORMATION WE COLLECT ABOUT YOU

The personal data you have provided OR we have collected from you includes:

- Your name, address, contact details, including telephone numbers and email address
- Detailed information about your pet/s

HOW WE COLLECT AND STORE INFORMATION ABOUT YOU

The personal information we hold about you is that which we collect directly from you during our initial meeting plus any subsequent updates.

The data is stored electronically on a password-protected laptop. Hard copies are stored in a locked filing cabinet in my home.

WHAT WE USE YOUR INFORMATION FOR AND THE LEGAL BASES FOR PROCESSING

We may store and use your personal information for the purposes of caring for your pet/s.

We do not share your information with other third parties except when requested by you to share with another pet care provider.

HOW LONG YOUR INFORMATION IS KEPT

We will retain your personal information for a number of purposes, as necessary to allow us to carry out our business. Your information will be kept while you are using our services on a regular basis, and up to 2 years after this, at which time it will be archived, deleted or anonymised.

YOUR RIGHTS

Under the Data Protection Act 1998 you have the following rights:

- to obtain access to, and copies of, the personal information that we hold about you;
- to require that we cease processing your personal information if the processing is causing you damage or distress; and
- to require us not to send you marketing communications.

Once the GDPR comes into force on 25 May 2018, you will also have the following rights:

- to require us to erase your personal information;
- to require us to restrict or object to our data processing activities;
- to receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal information to another data controller; and
- to require us to correct the personal information we hold about you if it is incorrect.

You can find out more about your rights under data protection legislation from the Information Commissioner's Office website: www.ico.org.uk.