



## General Data Protection Regulation

effective 25<sup>th</sup> May 2018

### PRIVACY NOTICE

The General Data Protection Regulation (GDPR) requires businesses to handle all personal information securely and to maintain accurate records of how this information is used and stored.

This privacy notice provides you with details of what data we collect and how we process and store it.

#### **Our full details are:**

Trading Name: PawsClickPlay Pet Services

Legal Status: Sole Trader, Colin MacGregor

Email address: info@pawsclickplay.com

Telephone number: 07766 565515

Address: 13 Burnhead Road, Balloch, Cumbernauld G68 9BT

The **personal information** that we will collect about you is as follows:

- Contact information of owners including names, addresses, telephone numbers, email addresses and where relevant, photograph portfolios.
- Contact information of emergency contacts including names and telephone numbers.
- Relevant information about your pets
- Relevant information about your home in relation to the care of your pets eg alarm codes and / or house keys.

Please note that we do not collect any sensitive data about you. Sensitive data includes details about your race, ethnicity, religious beliefs, information about your health.

The **personal data** we collect will be used **only** for the following purposes:

- To process your requests and bookings for care for your pets
- To perform the contract between us
- To keep you informed about your pets
- Internal accounts/invoicing
- To collect payments and send invoices and statements
- To inform you of any changes to our services or offers

Our **legal basis** for processing your data is contractual grounds, we need to process your data in order to carry out our contract with you and provide the services required. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose and does not constitute an invasion of your privacy.

Your data will only be used by PawsClickPlay Pet Services and its employees in order to fulfil our contractual relationship. It will not be transferred, passed to third parties or used for marketing purposes.



### **Data retention**

PawsClickPlay Pet Services will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

PawsClickPlay Pet Services is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. By law we have to keep basic information about our clients for six years after they cease being customers for tax purposes.

The security of your data is of extreme importance to us. All computers, booking software and mobile phones containing data are protected by passwords. Keys are kept in a locked cabinet overnight. Paper files containing data are kept in a locked filing cabinet. Scanned copies of Consent Forms and Contracts are stored on a password protected, standalone PC with an external hard drive for back-up purposes. Photography Portfolios are also stored on a password protected web server.

### **Your rights as a data subject**

At any point while we are in possession of, or processing your personal data, you have the following rights:

- **Right of access:** you have the right to request a copy of the information that we hold about you
- **Right of rectification:** you have a right to correct data we hold about you that is inaccurate or incomplete
- **Right to be forgotten:** in certain circumstances you can ask for the data we hold about you to be erased from our records
- **Right to restriction of processing:** where certain conditions apply to have a right to restrict the processing
- **Right of portability:** you have the right to have the data we hold about you transferred to another organisation
- **Right to object:** you have the right to object to types of processing such as direct marketing
- **Right to lodge a complaint:** with the supervisory authority.

### **Complaints**

In the event that you wish to make a complaint about how your personal data is being processed by PawsClickPlay Pet Services, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority. Their details are as follows:

#### **Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

**Email: casework@ico.org.uk**

**Telephone: 0303 123 1113**