

PRIVACY NOTICE

At St Margarets Pet Centre we are committed to respecting your privacy. This notice is to explain how we may use the personal information we collect about you during and after your working relationship with us. It also explains how we comply with the law on data protection and what your rights are.

1. PERSONAL INFORMATION WE COLLECT

- **Contact details:** information that allows us to contact you directly, such as your name, address, telephone numbers, email address & emergency contact details
- **Details of your pet(s):** their name, breed, sex, age, colour & dietary requirements, their medical history, vaccination status and name of your vet.
- **Purchase details and requirements:** details of the services you have asked us to provide such as dates of boarding required.
- **Records of your interaction with us:** such as any enquiries or complaints you make, telephone conversations, letters, email or other correspondence including contact via our facebook page or website (we do not use cookies)

Your records are stored manually on paper, in filing boxes or filing cabinets and the offices are locked out of working hours. Emails are stored electronically on a password protected laptop.

2. WHERE WE COLLECT YOUR INFORMATION FROM

We will collect personal information from a number of sources. These include the following:

- **Directly from you:** from yourself when you contact us by phone, email, or use our website to make a request for our services, make a complaint, or communicate with us directly in some other way.
- **Third parties authorized by you:** a family member or someone else authorized by you.

If you are providing information regarding other individuals to us, it is your responsibility to ensure that you have the right to provide the information to us.

If you are providing us with details about other individuals, they have a right to know and to be aware of what personal information we hold about them, how we collect it and how we use and may share that information.

They also have the same rights as set out in the “**Your rights in relation to personal information**” section below.

3. WHAT WE USE YOUR PERSONAL INFORMATION FOR

- We need to collect personal information about you and your pet in order to provide them with the best possible care and attention. You requesting boarding of your pet and our agreement to provide that service constitutes a **contract**. You can, of course, refuse to provide the information but if you were to do that, we may not be able to board your pet.

- We have a **'Legitimate Interest'** in collecting that information as it is a condition of our Animal Boarding Licence and also because without it, we could not do our job effectively and safely.
- It is also important that we can contact you in order to confirm your booking with us, respond to your enquiries, or update your pet's medical requirements. This again constitutes **'Legitimate Interest'** but this time it is in your legitimate interest.
- In the interests of your pet's health and welfare, it may be necessary for us to liaise with your vet during their stay. This again constitutes **'Legitimate Interest'**
- We need to take transaction and payment information in order to make payments to and receive payments from you. This is necessary to fulfill our **contract** with you.

4. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We may share personal information with the following parties:

- **Any party approved by you:** for example family member or emergency contact
- **Our staff:** as required in order to be able to care for your pet
- **Your veterinary practice:** should their services be required during your pets stay with us.
- **The Government, government bodies or our regulators:** where we are required to do so by law, or to assist with their investigations or initiatives, for example HMRC or the Information Commissioner's Office.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

We will not share your data with anyone who does not need access except those stated above without your consent.

5. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. This is determined in accordance with usual commercial practice and regulatory requirements. Generally, contact information is retained for a period of approximately 5 years following our last interaction with you. However, provided the legal minimum period of 3 years has elapsed, you can ask us to erase your records if you wish.

It is important to ensure that the personal information we hold about you is accurate and up-to-date and you should let us know if anything changes, for example if you move home or change your phone number or email address. You can contact us using the details set out in the **"Contacting Us"** section below.

6. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION

You have the following rights in relation to your personal information:

- The right to be informed about how your personal information is being used.
- The right to access the personal information we hold about you

- The right to request the correction of inaccurate personal information we hold about you
- The right to request the erasure of your personal information in certain limited circumstances
- The right to restrict processing of your personal information where certain requirements are met
- The right to object to the processing of your personal information
- The right to request that we transfer elements of your data either to you, or to another service provider

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us using the details set out in the "**Contacting Us**" section below.

If you are unhappy with the way we are using your personal information, you can also complain to the UK information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

7. CHANGES TO THIS NOTICE

We may update this Privacy Notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice, we will try to give you reasonable notice unless we are prevented from doing so. Where required by law, we will seek your consent to changes in the way we use your personal information.

8. CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please contact us:-

The Data Controller
St Margarets Pet Centre
Braymeadow Lane
Little Melton
Norwich
NR9 3NJ

Tel: 01603 810410

Email: enquiries@stmargaretskennelsandcattery.co.uk

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