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|  | **Dog Walking with Care**  Data Protection Regulations (2018) |

The General Data Protection Reguations (GDPR) will come into force 25th May 2018 and will provide you with greater control on how your personal data is used by organisationns.

**At Dog Walking with Care I have the following personal data which has been supplied by you through the completion of this registration form and subsequent financial transactions.**

* Your identy and contact details *(name, address, telephone number mobile, landline, email address, messenger)*
* Your financial data relating to invoices and transactions
* Your emergency person contact details *(name and address, telephone number mobile and landline)*
* Your dog details along with their individual care needs. *(Which does not come under the heading of personal data)*
* Consents and permissions

This data is integral to the registration procedure and essential for the supply of dog walking and home boarding services. It is important to maintain accurate information about you and your dog, please inform me of any changes as soon as possible and in writing.

**Data Retention**

I only keep your personal data for as long as necessary to satisfy regulatory, legal, accounting and reporting requirements. All data is securely stored in files and password protected.

**By law I have to keep the following for six years**

* invoices containing your contact, identity and financial data for six years after you cease to be a customer
* accident or incident report forms
* consents & permissions
* medication records

All other unwanted information will be shredded or returned to you if you choose to leave Dog Walking with Care or at the end of your specified service.

**I am legally permitted to use your personal data when;**

* responding to enquiries and requests for services
* managing customer relationships (images and videos, request of reviews, reccomendations and references)
* sending invoices and collecting payment
* notifying you of changes to legal terms, regulatory legal & compliance requrements and prices
* informing you of any changes to dog walking, homeboarding or other services due to times, health and safety, holidays, sickness or adverse weather conditions
* meeting regulatory and legal requirements

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|  | **Dog Walking with Care**  Data Protection Promise  October 2018 |

* I promise to securly store your personal data at all times using a file box for hard copies and protected passwords to secure electronic versions.
* I promise to only use your personal data when;
* responding to enquiries and requests for services
* managing customer relationships (images and videos, request of reviews, reccomendations and references)
* sending invoices and collecting payment
* notifying you of changes to legal terms, compliance requrements and prices
* informing you of any changes to dog walking, homeboarding or other services due to times, health and safety, holidays, sickness or adverse weather conditions
* advising you of changes with legal or regulatory requirements
* meeting regulatory and legal requirements

* I promise not use your personal data for direct marketing purposes without your consent
* I promise only share your personal data for the following purposes ;
* receive urgent veterinary care for your dog
* report the loss of your dog to Cornwall Council Dog Welfare and Enforcement Service
* access professional services for banking, legal, insurance and accounting services
* meet tax obligations with HM Revenue and Customs
* comply with regulatory requirements including inspections relating to dog home boarding and dog welfare
* I promise to ensure all third parties with whom I share data with to respect the security of your personal data and to treat it lawfully and with confidentiality
* I promise only keep your personal data for as long as necessary to satisfy regulatory, legal, accounting and reporting requirements
* I promise to shred or return all unwanted information to you if you choose to leave Dog Walking with Care or at the end of your service

The Data Protection Act 1998 gives you the right to access the information that I hold about you. Please put your request in writing and I will respond within 48 working hours. If you are not happy with any aspect of how I manage your data you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection ([www.ico.org.uk](http://www.ico.org.uk)). However I would be grateful if you would speak to me first if you have a complaint so I can resolve the issue.



Many thanks Joanne @ Dog Walking with Care (June 2018)

