

Walkies & Cuddles®

General Data Protection Regulation (GDPR)

The Data Protection Act 2018 controls how your personal information is used by organisations, businesses or the government. The Data Protection Act 2018 is the UK's implementation of the **General Data Protection Regulation** (GDPR). ... They must make sure the information is: used fairly, lawfully and transparently.

The Data Protection Act

Everyone responsible for using personal data has to follow strict rules called '**data protection principles**'. They must make sure the information is:

- Used fairly, lawfully and transparently.
- Used for specified, explicit purposes.
- Used in a way that is adequate, relevant and limited to only what is necessary.
- Accurate and, where necessary, kept up to date.
- Kept for no longer than is necessary.
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.

There is stronger legal protection for more sensitive information below (Please Note) Walkies & Cuddles have no need to collect data for the below.

- Race.
- Ethnic background
- Political opinions.
- Religious beliefs.
- Trade union membership.
- Genetics
- Biometrics (where used for identification)
- Health
- Sex life or orientation

There are separate safeguards for personal data relating to criminal convictions and offences.

Your rights Under the Data Protection Act 2018, you have the right to find out what information the government and other organisations store about you. These include the right to:

- Be informed about how your data is being used.
- Access personal data.
- Have incorrect data updated.
- Have data erased.

You also have rights when an organisation is using your personal data for:

Automated decision-making processes (without human involvement)

Profiling, for example to predict your behaviour or interests.

“Walkies & Cuddles takes The Data Protection Act very seriously”

The General Data Protection Regulation (GDPR) applies in the UK from 25 May 2018. Alongside the Data Protection Act 2018, the GDPR introduces new rules on processing and safeguarding personal data.

All businesses that hold, use, store or otherwise process the personal details of customers, potential customers, suppliers, staff or any other business contacts must comply with the GDPR and the Data Protection Act 2018. The Act applies to any records held electronically - for example on computer - or manually such as in a paper file.

When do we collect personal data about you?

1. When you sign up to use our services.
2. When you interact with us in person, through correspondence, phone, by social media, or through our website.

Why do we collect and use personal data?

1. We collect and use personal data mainly to perform our client's service to you.
2. We also collect data about suppliers, partners and persons seeking a job or working in at Walkies & Cuddles.

We collect and use personal data mainly to perform our customer service to you.

We also collect data about suppliers, partners and persons seeking a job or working in at Walkies & Cuddles.

1. Send you marketing communications which you have requested. These may include information about our products and services, events, activities. This communication is subscription based and requires your consent.
2. Send you information about the products and services that you have purchased from us.
3. Reply to a 'Contact us' or 'Apply for a job with us' or other web forms you have completed on our website.
4. Follow up on incoming requests (customer support, emails, or phone calls).
5. Perform contractual obligations such as service confirmation, invoice, reminders, and similar.
6. Notify you about any disruptions to our services WhatsApp (system messages)
7. Contact you to conduct surveys about your opinion on our services.
8. Process a job application.

Purpose limitation

1. We have records of what personal data we hold in the form of **information forms** that are stored on the computer.
2. We have records of the **information forms** we share to the **Dog Walker** and **Cat Sitter**.
3. There is no data that is in the **Special Category Data** or **Sensitive Data** such as medical information.
4. We have the Data so we can contact to the owners of the pets we look after.
5. We have the Data from the Meet & Greet.

The Type of Data we hold

1. Names.
2. Addresses.
3. Email Addresses.
4. Mob Numbers.
5. Vet Details.

Do Client's know you have their personal data and understand how you use it?

1. Yes all client's are inform at the Meet & Greet that all Personal Data is stored on the system.
2. Paperwork that is filled in by the client at the Meet & Greet will be **shredded** in a **P7 Shredded** after the data has been taken off the paperwork to be put on the system
3. We do not share data outside the uk.
4. Data we share is to the **Team Members only** in "**Dog Walker**" and "**Cat Sitter**" this is never in paper form.
5. There is no data **paper form** kept in any Vehicle(s)
6. All Team Members have Apple iPhones, iPads (we use Apple **pages** and **numbers** to share data this can only be Collaborated by the **Team Leader(s)** to the **Team Member**.
7. The Team Members can not change any data.
8. Walkies & Cuddles have records of every shared document.

Do you only collect the personal data you need?

1. Yes we only collect Personal Data we need.
2. There is "No" information that is optional on the Information Form.

Do you only keep personal data for as long as it is needed? Storage limitation?

Personal data is only retained only while necessary. This means that we may retain your personal data for a reasonable period of time after your last interaction with us. When the personal data that we have collected is no longer required, we will delete it in a secure manner. We may process data for internal statistical purposes and analysis.

Personal data will be deleted once the legitimate purpose for which it was collected has been fulfilled.

This is not simple sometimes, and needs to be determined in line with applicable laws that may sometimes require personal data to be retained for a longer period than the originally envisaged processing purpose. (HMRC) H M Revenue & Customs for (6 years)

You have the following rights with respect to your personal data:

1. The right to request that Walkies & Cuddles corrects your personal data if inaccurate or out of date.
2. The right to request that your personal data is deleted when it is no longer necessary for Walkies & Cuddles to retain such data.
3. The right to withdraw any consent to personal data processing at any time. For example, your consent to receive e-marketing communications:

Can I Access Personal Data held by Walkies & Cuddles in my name?

Yes Under the terms of the Data Protection Act 2018 any client(s) including Team Members, have the right to access personal data relating to themselves that is held by Walkies & Cuddles.

Exercising the subject access right is commonly known as making a subject access request.

Any Client(s) including Team Members who wishes to exercise this right can submit a subject access request to Walkies & Cuddles at info@walkiesandcuddles.co.uk

Please put **Access request** followed by your **account number** that was given to you at the **Meet & Greet**.

We will then contact you so we can give you a copy of the data held on you.

4. The request should include details and provide evidence of who you are. You should also provide as much detail as possible regarding the information you wish to access (e.g. information form etc.).
5. You are not required to state why you wish to access the information.
6. Once we have received a Subject Access Request, all efforts will be made to fully comply within 28 days. In any event, you will receive all the information held by Walkies & Cuddles and can be released within 28 days.
7. In accordance with the DPA, Walkies & Cuddles does not release data held about client(s) without their consent.

Privacy on WhatsApp

At the Meet & Greet we will ask for your consent if we can take photo's in your **Home** or **Outside** so we can send the photo's to you of your Pet(s) on WhatsApp on your Group only.

We will not take any photo of:

1. House Numbers.
2. Street Signs.
3. Car Registration Number Plates.
4. Children.

Your right to complain to Walkies & Cuddles

If you are unhappy with the way in which your **Personal Data** has been processed, you may, in the first instance, contact Walkies & Cuddles using the "Contact" form on our website or email us at info@walkiesandcuddles.co.uk please put your name and your account number in the subject field.

If you are still dissatisfied, please contact the Information Commissioner's Office (ICO): ico.org.uk