



## **Privacy Policy**

*Strolling Hounds takes its clients' fundamental right to privacy and protection of personal data seriously. Information shared with Strolling Hounds will be given the highest level of protection and will be handled in accordance with the General Data Protection Regulation (GDPR).*

### **Type of Information Collected**

We receive and collect personally identifiable information (including: name, email, contact numbers and address) as provided by you (our clients) on our registration form. We also collect pertinent information about your dog to ensure he/she is cared for appropriately.

### **Information Collection**

In addition to our registration form contact information is collected and stored when you contact us initially. Strolling Hounds collects its own information and does not use third parties.

### **Use of Information**

The information gathered is used to facilitate the provision of appropriate services to both you and your dog. For example: to contact you; to respond to queries including confirm bookings; to send invoices etc.

### **Information Storage and Processing**

The registration forms are stored securely in paper form. Generation of invoices requires name and email information to be stored on the Wix.com platform (website host) which is kept on secure servers behind a firewall and is protected by a password. Contact information is stored on Strolling Hounds' mobile phone which is also password protected. Currently a digital database containing personal information is not kept.

### **Retention of your information**

Details are kept for the duration of the provision of services and will then be archived for a period of time as determined by tax and legal requirements.

### **Sharing of information**

Strolling Hounds does not use any personal information for marketing. However, we may pass your information on to external agencies if legally required to do so including the police and our insurers, for example. Should your dog need veterinary attention whilst under our care your details may need to be disclosed to the acting veterinary practice.

### **Transparency**

You have the right to access the personal information which Strolling Hounds holds on you. Should you require a copy of such information please send a request using the below contact details. Inaccurate data will be amended promptly on request. We will need to retain information for a number of years post service provision (please see above). However, once no longer needed your information will be destroyed safely and securely.

### **Communication Preferences**

Pertinent information including booking confirmations and invoices will be communicated via SMS and/or email. Should our services no longer be required and you wish to abstain from further communication please contact us so that we can amend your communication preferences.

### **Privacy Policy Updates**

Please note from time to time this policy will be updated as and when needed. Last updated 18 May 2018.

### **Contact Strolling Hounds**

If you would like further clarification or to access/correct any personal information we may hold you are invited to contact us at [enquiries@strollinghounds.co.uk](mailto:enquiries@strollinghounds.co.uk)