



## **PRIVACY POLICY**

This Privacy Policy is required as part of the Data Protection Act 1998 and the General Data Protection Regulation (*GDPR*). **Scamps Grooming Parlour** are committed to protecting and respecting your privacy. The data controller is Scamps Grooming Parlour whose registered address is 9c Alstone Lane Trading Estate, Cheltenham, Gloucestershire GL51 8HF, 01242 321804.

It is necessary for Us at Scamps Grooming Parlour to inform you of the information we keep about you and your pet, how it is used and stored and to receive permission for specific information to be stored and used. This Privacy Policy (together with our terms and conditions and any other document referred to on it) sets out the basis on which personal data we collect from you, or that you provide to us, will be processed by us.

### **INFORMATION WE COLLECT FROM YOU**

As a company, we hold very little personal details on our clients

At Scamps Grooming Parlour, the following information is stored on a dog grooming card;

- Any details you have given us about your dog, such as; his/her name, age, breed, and gender
- We record details about the service your dog has had as part of the grooming process; blades used, combs used, where we have scissored, nail trimming record, teeth cleaning, sanitation cleaning and date of visit
- Any information regarding your dog's traits; likes and dislikes, such as; sensitive feet for example
- We will record your dog's temperament during its service; good, nervous, hard, tendency to bite, etc.
- Any medical problems that either, you make us aware of, or that we find as part of the grooming process such as; lumps, bumps, warts, etc.
- Non-returning customer records will be destroyed within three years of non-attendance to Scamps Grooming Parlour.

The details are currently kept on a hard copy (filed alphabetically by the dog's name) and are locked away each night. We will be transferring the data onto a computerized system and will update our Privacy Policy to reflect this. Your name, dog's name, your address, contact number, and email address are entered into the hardcopy record to enable Scamps Grooming Parlour to contact you about appointments, to advise you when your dog is ready or to contact you in case of an emergency.



## **WEBSITE DIGITAL DATA**

- We may use the personal information that you provide by filling in forms on our website [www.scampsgrooming.com](http://www.scampsgrooming.com). This includes information about enquiries made by yourself; registering your pet, ordering our services, services received, or if you request information.
- We may ask you to help us with marketing activities such as; completing a survey or writing a review, although you are not obliged to do this and do not have to respond to our requests.
- We may use your information to send suitable offers and promotions but will ask you to opt into this when asking for your personal details.
- We use Go Daddy, Facebook, Instagram and WhatsApp on our social media platforms.
- Occasionally pictures or videos of your dog may be taken, both before and after the groom. These are for business purposes; mainly social media and we will share them on our business page. Any images taken remain the copyright of Scamps Grooming Parlour.
- Scamps Grooming Parlour does not share any customer data or information with any third parties for marketing purposes.

## **COOKIES**

Our website; [www.scampsgroomng.com](http://www.scampsgroomng.com) uses cookies to distinguish you from other users of the website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. By giving your consent to the placing of cookies, you are enabling Scamps Grooming Parlour to provide you with a better experience and service to you. You may, if you wish, deny consent to the placing of cookies. Details of your visit to our site, including, but not limited to; traffic data, location data, and other communication data, whether this is required for our research, marketing or financial purposes.

## **SECURITY OF YOUR PERSONAL DATA**

Your privacy is important to us, all data is treated strictly confidential and is held in accordance with the General Data Protection Regulations.

## **ACCESS TO YOUR PERSONAL INFORMATION**

If a client or former customer wishes to know what data is held on them by Scamps Grooming Parlour, they can do so by submitting a written (including electronic) request via any means to Scamps Grooming Parlour, we will supply the information within one week of the enquiry.

## **OUR INSURANCE**

Scamps Grooming Parlour has full Public Liability Insurance in the event of damage, accident or loss to your pet or our staff.

**Reviewed July 2023**