



Privacy Notice

This privacy notice sets out how Cattery21 uses and protects any information that you provide.

Cattery21 is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy notice.

What we collect:

We may collect the following information:

- Name.
- Contact information including email address, telephone number and address.
- Financial information to process your payments.
- Demographic information such as postcode.
- Other information relevant to ensure your cats stay is safe and professionally managed.
- To maintain customer service standards, we may record and monitor incoming calls.

We cannot look after your cat without you providing us all the information requested on the booking form.

How is your data Collected?

On booking you will be asked to complete either a hand-written or electronic booking form depending on your preference. The booking form contains all the relevant and important information to ensure a safe and quality stay with us.

What we do with the information we gather:

It is a licensing requirement that we hold ownership details and other important information about the cats, their veterinary contact and an emergency contact (which cannot be you).

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance notes for conditions for providing boarding for cats November 2018 Schedule 2 states:

2.0 Records

Conditions

2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.



2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.

We keep information on both paper and electronic files (spread sheet and data base).

Details are transferred from any paper records to our secure data base for reference. The booking form is filed into a locked filing cabinet and will be held on file for inspection purposes.

We are a Cattery not a marketing organisation. We do not do targeted advertising or mail shots.

We will not share your information to any third party without your express permission, with the exception of a vet and/or your emergency contact in the event of an emergency.

How long do we keep information?

We must hold records for at least three years from the date they were created as per our licencing requirements and as required under The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance notes for conditions for providing boarding for cats November 2018 Schedule 2.

What do you need to do?

If you are happy with the above information you do not need to do anything.

If you wish to talk to us about or amend information we hold about you, please contact Louise Baker on 07727069247 or email Cattery21@outlook.com