

# Privacy Policy

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contact or emergency contact
- Invoicing

We use the information that you have given us to keep a record of you as a customer, contact you in relation to business matters and invoice you for services rendered. We do not share this information with any third parties.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You can remove your consent at any time. You can do this by contacting Helen Wilson directly using the contact details listed below.

## **How we store your personal information**

Your information is securely stored on a password-protected laptop which only Helen Wilson can access.

We keep your personal identifier and contact details for the period of service required. We will then dispose of your information by permanently deleting your files from the device.

## **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask us that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

### **Our Contact Details**

Name: Helen Wilson

Address: 1 Loanhead Farm Cottages, Pathhead, EH37 5UR

Phone Number: 07888728223

e-mail: [helen@leadbynaturedogwalking.co.uk](mailto:helen@leadbynaturedogwalking.co.uk)

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us directly using the contact information above.

You can complain to the ICO if you are unhappy with how we have used your data.

ICO address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wimslow

Cheshire

SK95AF

Helpline number: 03031231113

ICO website: <https://www.ico.org.uk>