



## Data Protection/privacy policy

Pleasant View Bed & Biscuit takes the privacy of our clients very seriously and will never share or disclose any of your details to third parties, with the exception of your nominated vet. You may have access to any of your data at any given time.

Our Privacy Policy is required as a part of the General Data Protection Regulation (GDPR), it is necessary for us to inform you of the information we keep about you and your dog, how we use it and how it is stored.

We store the following information about your dog on their consent forms which will be locked away securely each night.

Your name, address, email address, and emergency contacts, all of which you will have provided in your consent forms.

- Your dog's age, breed, color, gender, etc.
- Previous boarding records
- If your dog has likes/dislikes during their stay with us
- If your dog has been nervous, excited, or aggressive during their stay
- Any medical issues that you have provided us with or that we find during the stay.
- The amount you spent during your dogs boarding

# Data Protection

## Privacy Policy



We will only use your personal information in the following ways:-

- To respond to any inquiries made by yourself to us
- To send appointment reminders via email and text message
- To send any special vouchers or promotions
- For market research purposes
- For record-keeping purpose
- To deal with inquiries and complaints
- To contact you about your appointment, dog collection or drop off, cancellations, rescheduling, or emergencies
- To ask you for a review

It is an explicit requirement that we have a minimum of your name, address, and phone number so that we can send appointment reminders/changes/texts or if we urgently need to contact you when your dog is in our care.

Unfortunately, we CAN NOT accept a dog for boarding without valid, up-to-date contact and vaccination details.

Your name and contact number will also be stored on my mobile phone to enable me to contact you in cases of emergencies, texts, and appointment reminders.

No other details are held on my mobile phone.

This information will not be available to anyone other than me and will be protected by a passcode only I have access to.

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If you would like your information destroyed please let us know and we will do so at your request.

Any non-returning customer cards will be destroyed within 3 years of non-attendance to our kennel.

We send out newsletters that you can opt-out of at any time.

We like to take pictures of your dogs stay with us to share on our socials, we will only share if you have agreed for us to do so in our consent forms. All photos taken are copyright of Pleasant View Bed & Biscuit.