

Data Protection (Privacy Policy)

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Data Protection Act (2018) (DPA), The law on data protection in the UK. General Data Protection Regulation (GDPR) Law came into force May 2018 throughout Europe. A person or organisation that handles and processes personal data and determines the way such data should be processed.

Types of Personal Data Collected

Pet Steps collect the following information via client forms, email, text and other messaging services such as WhatsApp.

What Personal Information is Collected?

Pet Steps will only collect information relevant to the business and providing a good service. The information we collect will be: Client contact information i.e. Name, Address, Telephone Number, Email Address, Emergency Contact. Your Pets details: Name, Age, Breed, Character, Sex, Medical, Vet Details.

We do not collect sensitive personal data which includes: ethnicity, political opinions, religious beliefs, membership of a trade union, health, sexual preferences, criminal offence, court proceedings.

Why we collect this information

The information is collected to provide you with a good service and understand you and your pets needs so the business can act on medical conditions, life stages to enable right type of exercise and care for your pets. It enables the business to contact you and update you on our time spent with your pets and run the business more efficiently.

How we process your personal data

Your personal data will not be passed on or shared with any third parties. We will only process personal data with consent which can be withdrawn at any time. Processing necessary for business/client contract of service or if we have a legal obligation to do so.

Security

We are committed to ensuring your information is secure. To prevent unauthorised access or disclosure suitable management procedures have been put in place to safeguard and secure information we collect.

Data Subject Rights

- You have the right to be informed on anything we hold about you.
- You have the right to access and request a copy of personal information held about you. If you request a copy, please contact the company who will provide you with a copy free of charge.
- You have the right to rectification.
- You have the right to be forgotten and withdraw consent.
- You have the right to restrict the processing of your personal data.
- You have the right to object.

Keeping and storing your information

We will not keep information we hold about you and your pets any longer than is necessary for the purpose it was obtained for. We will retain for a reasonable amount of time and destroy securely after this time.