**Customer Privacy Policy**

**Thank you for choosing Happy Paws Caterham to look after your pets and homes, this means you have placed a great deal of trust in us.**

You share and allow us to use personal information in order for your pets and homes to receive the care you require. Naturally you want this information to be kept private, as well as secure.

To reassure you that we take our responsibility very seriously, this Privacy Policy explains how we will use the personal information you give us. It explains your data protection rights, including how you can opt out of some uses of your personal information.

For full information on the General Data Protection Regulation (GDPR), please refer to this website:

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/

Policy last updated on 5 November 2018.

**Who we are**

Happy Paws Caterham looks after dogs, cats, small animals and homes when their owners are on holiday. We also offer doggy day care and home boarding.

**What information we collect**

On the registration form which is completed at an initial meeting to discuss requirements, we ask you to provide the following information that can be related directly to you:

 > Name

 > Address

 > Email

 > Mobile number

 > Telephone number

 > Emergency contact details

**How we use your information**

Your information is used by Happy Paws Caterham to conduct home visits, to make contact with regards bookings or in emergencies when you are away. We also use your information to share important notices, such as temporary changes in hours, from time to time. Your information is not shared with any third parties.

**How we store your information**

The above information is stored on a secure PC and a hard copy in a locked cabinet. The information is also accessible on an encrypted work mobile. Only Happy Paws Caterham can access your information. The mobile phone, PC and files are kept in safe places.

**How long we keep your data for**

We will keep your personal information and any data for as long as is necessary to continue providing you and your pet with the service, or until you ask us to delete or remove it. Tandridge District Council requires me to keep personal information for 3 years after you have used my services.

**Obtaining your information**

You have the right to request the information you have provided at any time.

**Control over your information**

Under the General Data Protection Regulation, you have several important rights available to you for free. In summary, those include rights to:

* be informed about how your personal information is being used (hopefully this privacy policy explains it all)
* Access the personal information we hold about you
* Request that we transfer elements of your data to another service provider
* Request us to correct any mistakes in your information which we hold
* Request the erasure of personal information concerning you in certain situations
* Receive the personal information concerning you which you have provided to us, in a structured format
* Stop any direct marketing
* Object to processing of your personal data

For further information on each of these rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner Office (ICO) on individual’s rights under the General Data Protection Regulation.

**Changes to the information**

We regularly review and, where necessary, update our privacy information. If we plan to use personal data for a new purpose, we update our privacy information and communicate the changes to individuals before starting any new processing.

**How to contact us**

The GDPR controller atHappy Paws Caterham is Amanda Streets business owner. If you would like to get in touch regarding any of the above information or you have any concerns, please use the contact information provided below:

Email: mandystreets@outlook.com

Telephone: 07956 805798

Address: Midsummer House, 5 Deacon Place, Caterham, Surrey. CR3 5FN

If you would like Happy Paws Caterham to stop contacting you or if you would like to manage your personal data, please get in touch with Amanda Streets (contact details above).

Many Thanks,

**Amanda Streets***Business Owner of Happy Paws Caterham*