

# DATA PROTECTION



## DATA PROTECTION / PRIVACY POLICY

The Joggin Dog Pet Services 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 pet, how we use it, and how it is stored.

We store the following information about your pet on their consent forms and which will be locked away securely each night or if sent digitally they will be secured by password on our computer.

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

- Your pet's age, breed, colour, gender, etc.
- If your pet has likes/dislikes during their walks/pet sits
- If your dog has been nervous, excited, or aggressive during their walks
- Any medical issues that you have provided us with
- The amount you spend on services with us

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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 purposes
- 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 updates reminders/changes or if we urgently need to contact you when your pet is in our care.

Unfortunately, we CAN NOT accept a pet for any services without valid, up-to-date contact details.

Any of the information provided will not be available to anyone other than The Joggin Dog Pet Services owner, and employees.

You may ask to view your details at any time.

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

Any non-returning customer details will be destroyed within 1 year of non-attendance with services.

We like to take pictures of our walks and pet sits 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 The Joggin Dog Pet Services.