

PRIVACY POLICY
TOP DOG GROOMING RAYNES PARK LIMITED (Top Dog Grooming)

What This Privacy Notice Covers

Top Dog Grooming is committed to protecting your personal information. In this notice, references to 'we' or 'us' means Top Dog Grooming. This notice explains how we collect and use the personal data about you.

What is Personal Data

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

Who We Are

We are a dog grooming company providing a grooming service for all breeds of dog from our premises.

Information We Gather

As a customer you will give us information including your name, phone number(s) and full details of your dog including any relevant medical history, temperament, and other relevant details.

How We Use Your Information

We rely on legitimate interest basis to use your personal information which includes explicit consent. We may use your information for a number of purposes including the following:

- Compliance with legal, regulatory and corporate governance obligations and good practice
- To provide you with information about our work or our activities that you have agreed to receive
- Ensure we know how you prefer to be contacted
- Keep a record of your relationship with us

We will only use the information you give us to perform services you have requested.

Photographs & Images

Occasionally pictures/videos of your dog may be taken before, during and after the groom, these are for business purposes, mainly social media and on our business pages. Any images taken will remain the copyright of Top Dog Grooming.

Your consent for photos and videos to be taken are to be accepted or declined on the Client Declaration Form.

Information Sharing and Disclosure

We will not share your information with any third parties, for example your vet without your explicit consent, unless that disclosure is required by law under the provisions of the GDPR – for example if we received a formal request from law enforcement or a court. We will not send any information abroad.

Users Under 18

We will only use private data on persons under 18 with the explicit consent of a parent or guardian.

Keeping Your Records

In accordance with the GDPR regulations, we will manage all personal data responsibly and only keep your personal data for as long as it is necessary to maintain records and provide you with one or more of our services.

Deletion of Data

We will delete any personal information that we hold about you, except any that is required by law to be retained for business taxation purposes, within 1 week of you notifying us that you no longer wish to maintain a relationship with Top Dog Grooming.

How We Store Your Information

We store your information in hard copy; password protected computer, passcode protected mobile; these are only accessible by us.

Your Rights

You have the right to have any inaccuracies corrected, amended or deleted. If you request certain information that you have provided to be deleted this may prevent us from maintaining adequate records in order to provide a service to you or keep you informed of our activities.

Should you have any queries about personal data we hold or wish to exercise your right to request details of personal information we hold, please contact us directly.