

EU GDPR and The Dogs' House

General

The EU General Data Protection Regulation (GDPR) came into force on the 25th of May 2018. The GDPR changes how personal data is handled and increases or reinforces the rights of data subjects.

This document tells you how The Dogs' House has prepared for the GDPR.

Security

Procedural

The Dogs' House procedures only allow specified employees access to customer information. All staff understand their responsibilities under The GDPR and the Data Protection Act 2018.

Data Controllers and Data Processors

The Dogs' House acts as a Data Controller and Data Processor within the meaning of the GDPR. We control and process the data with our customers' permission. This permission is given via the booking form and / or admission form between our customers' and ourselves.

Privacy Statement

Who we are?

This site is operated on behalf of The Dogs' House. Please contact us using the details below if you have any questions on these terms or the service that we provide. All references to "us" or "we" throughout this statement is to The Dogs' House.

Legal compliance

We take compliance with our legal duties in respect of your personal data seriously and are addressing them through this privacy statement.

What information we hold about you

We collect personal information whenever you provide it to us. This personal information may include the following:

- name, address and contact details

Reasons we can collect and how we use your personal information

We rely on our legitimate interest as the lawful basis on which we collect and use your personal data. Our legitimate interests are that we use your personal information in order to process and respond to any enquiries which you raise with us and without using such data this would not be possible.

We will not provide your information to third parties other than as set out below.

Who we may share your data with?

We may disclose your personal data to:

- A third party who acquires our business
- Law enforcement and regulatory agencies in connection with any investigation to help prevent unlawful activity or as otherwise required by law



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EU GDPR and The Dogs' House (continued)

Keeping your data secure

We take technical and operational steps to protect the data we keep against unauthorised access, unlawful processing, accidental loss or destruction, damage, or misuse, for example:

- We store your personal data on and in secure systems
- Access to your personal data is limited to authenticated and approved staff

While we will use all reasonable efforts to protect the information we collect and store, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet.

Transfer of data out of the EEA

We will not transfer your data outside of the European Economic Area (EEA).

Your Rights

You have the right to request access to personal data that we may process about you. If you wish to exercise this right, you should contact us.

- Include proof of your identity and address (eg a copy of your driving licence or passport, and a recent utility or credit card bill); and
- Specify the personal data you want access to, including any account or reference numbers where applicable.

You have the right to require us to correct any inaccuracies in your data free of charge. If you wish to exercise this right, you should contact us.

- Provide us with enough information to identify you; and
- Specify the information that is incorrect and what it should be replaced with.

In certain circumstances you have the right to require us to erase personal data that we may process about you. If you wish to exercise this right, you should contact us.

- Provide us with enough information to identify you.

If you have any concerns or questions as to the way in which we process your information, please do contact us. In addition, you have a right to bring a complaint with the Information Commissioner's Office. More information on the Information Commissioner's Office and your rights is available at www.ico.org.uk.

Retention of data

Your data will be retained as required by legislation and the retention periods can be viewed upon request.

Changes to this policy

We may change this policy from time to time. You should check this policy frequently to ensure you are aware of the most recent version that will apply each time you visit this website.

Contact Us

To contact us please use the following details:

The Dogs' House
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Newtownards
BT22 2AS

Tel: 028 91819922

Mobile: 07899910577

Email: juliepgorman@btconnect.com



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