

## PET PAWZ – DOG WALKING AND PET SITTING SERVICE

### Privacy Policy Document – 1<sup>st</sup> April 2023

#### YOUR PRIVACY

In order to protect your privacy we will not distribute your name, email address or any other personal information we may hold to third parties. In the event that recognised law enforcement agencies or an official court order requests information we do reserve the right to co-operate entirely with their wishes.

#### YOUR RIGHTS UNDER THE GDPR

Under the General Data Protection Regulation (GDPR), you have rights as an individual which you can exercise in relation to the information we hold about you. These consist of:

- ☐ Your right to be informed
- ☐ Your right of access
- ☐ Your right to rectification
- ☐ Your right to erasure
- ☐ Your right to restrict processing
- ☐ Your right to data portability
- ☐ Your right to object
- ☐ Your rights to automated decision making including profiling

You can read more about [Your Rights Under the GDPR](#)

#### USE OF SERVICES BY MINORS

Our Services are not directed to individuals under the age of sixteen (16), and we request that they **do not** provide Personal Data through our website, by telephone or via email.

#### TELEPHONE, TEXT and WHATSAPP CONTACT

When you contact us using any of the above mentioned methods, we may collect information such as your name, address, email address, telephone number, and any other information we absolutely require in order to carry out your request.

Emails are stored on an electronic device which is only accessible via security pin number. Text and WhatsApp details are stored on the mobile phone used and the service provider's servers. This data may be deleted after a certain period depending on the policy and features provided by those service providers.

Any voicemail messages recorded on our mobile phone number will be deleted once a call has been returned. If it is not possible to return a call because contact information has been withheld or not supplied, voicemail messages will be deleted after seven days.

## **VISITORS TO OUR WEBSITE**

Other than a very basic traffic statistical report supplied by our website hosting company which logs which type of browser and device is being used to view our website pages, we have no analytical software that interrogate any visitors to our website. We do not use cookies to collect data.

The only form of data collected is when a visitor fills in details and submits a request for services using the web form on our "contact us" page, or if someone sends us an email using the appropriate link to [info@petpawz.co.uk](mailto:info@petpawz.co.uk). Both these methods send information via email servers supplied by our web hosting company.

We monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

## **FACEBOOK CONTACT**

If you send us a private or direct messages via social media the information will be stored on the Facebook servers according to their own policies and procedures. We will retain all private messages unless you request their deletion.

## **LINKS TO OTHER WEBSITES**

This privacy notice does not cover the links within this website linking to other websites. We encourage you to read the privacy notices on the other websites you visit.

## **MANUAL (PAPER) RECORDS**

When we meet you for a consultation, we will make a hard copy paper record of the information you supply us with. This may include but is not limited to your name, address, email address, telephone number, home security information, details of emergency contact person(s) and any other information we absolutely require in order to carry out your request. These records are kept securely and your details will only be passed onto a third party (eg. Holiday cover provided by another company) with your express permission.

## **ACCESS TO YOUR PERSONAL INFORMATION**

Customers can obtain copies of all the information we hold of them by making a written and signed request. This will include:

- ☐ All manual records (including any written notes)
- ☐ Where possible, all historical emails, text messages and WhatsApp messages.
- ☐ Where possible, all historical Facebook private messages.

We will supply the information in an intelligible form and, where possible, in an electronic format (eg. PDF document). If we hold incorrect information about you, you can ask us to correct any mistakes. You are requested to inform us of any changes to your details which may have an effect on the provision of our services.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

### **CHANGES TO THIS PRIVACY POLICY**

We try to meet the highest standards when collecting and using your personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

We would also welcome any suggestions for improving our procedures.

### **CONTACT INFORMATION FOR THE DATA CONTROLLER**

**Name:** Joy Blackwell **Email:** [info@petpawz.co.uk](mailto:info@petpawz.co.uk) **Telephone:** 07738 965985