

Care4Cats

General Data Protection Regulation

Data Privacy Policy

Guidelines

May 2018

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1. **The General Data Protection Regulations and Bark2school Ltd.** On 25th May 2018 the new General Data Protection Regulation (GDPR), the replacement for the current Data Protection Act 1998 comes into force. Care4Cats is not exempt from the regulations and we must put in place procedures to ensure that we are compliant in the way we collect and use personal data.

“Personal data” is defined by the European Commission as:

“Personal data is any information relating to an individual, whether it relates to his or her private, professional or public life. It can be anything from a name, a home address, a photo, an email address, bank details, and posts on social networking websites, retaining a set of your keys, or a computer’s IP address”.

In the new legislation a breach of the regulation will be defined as follows:

“A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This means that a breach is more than just losing personal data”.

2. About this Policy

This Policy explains when and why we collect personal information about you, how we use it and how we keep it secure and your rights in relation to it.

We may collect, use and store your personal data, as described in this Data Privacy Policy.

We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website.

www.homecarecatsittinggosportshampshire.co.uk

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on GDPR can be found on the website for the Information Commissioner (www.ico.gov.uk) for the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

3. What information we collect and why

(You may withdraw your consent at any time by contacting us by email or letter.)

Type of Information	Purposes
Your name, address, telephone number (s), email address, cat's details & social media contact	So we can contact you with updated newsletters, information on our cat sitting service. Reminders of bookings, retaining keys and any other cat related business appertaining to you and Care4Cats
Photos, videos, social media information/pictures	Updated pictures of your cats on social media of through welcome home letters and other cat related information
Signed agreements/application/forms (terms of conditions)	To retain your cat registration which provides information on cat holiday bookings now and in the future
Retaining your house keys (if provided and retained)	With your permission we will (or have) retained a set of your house keys. These keys are kept in a safe and secure place without reference to your home address. Please collect your keys at any time by making an appointment and signing for your keys.
No collection of keys	If you do not use our Care4Cats cat sitting service and have not done so for the past 2 years. – We have the right to dispose of your key – unless you contact us urgently to request collection in person.
Account information	Any account information you have provided is used through our safe and secure accounts system and in accordance with all regulations. This information is required to process future payments on classes, or purchases and for the purpose of Care4Cats.'s legal obligations

4. How long do we keep your information

We will hold your personal data (electronic and/or paper) records for as long as you are a customer of Care4Cats, and for as long afterwards as is necessary to comply with our legal obligations.

We will securely dispose of any data when we no longer have a need to use or retain it.

5. How we will protect your personal data?

We will not share your personal data with any other person, member or otherwise without your consent, unless we are required to by law or as set out in the table above or in the paragraph below.

We may pass your personal data to third parties who are service providers for the purpose of completing task and providing services to you on our behalf (e.g. printing newsletters, sending reminders for training/agility, or other similar type mailings. The internet is not generally a secure medium for communication and therefore we cannot guarantee the security of any information you send to us over the internet.

We will notify you promptly in the event of any breach of your personal data which might expose you to risk.

6. Your rights

Under the GDPR you have the following right:

- To access your personal data
- To be provided with information about how your personal data is processed
- To have your personal data corrected
- To have your personal data erased
- To object to or restrict how your personal data is processed.

You can ask to see any personal information that we hold about you. Such requests are called “subject access requests”. Please email: rosalindf48@googlemail.com if you would like to make a Subject Access Request or if you need to have your personal data corrected or erased from our records.

You have the right to take any complaints about how we process your personal data to the Information Commissioner at www.ico.org.uk/concerns/ or telephone 0303 123 1113

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

For more details, please address any questions, comments and requests regarding our data processing practises to enquiries@bark2school.co.uk