

Dog Trouble Limited

External Privacy Policy

Introduction

Dog Trouble Limited are committed to protecting your data privacy and will only use the information that we collect about you lawfully. This policy provides information on how and why we use the information you give to us.

1. Our Data controller and Data Protection Officer

The Office Manager is the Data Protection Officer for Dog Trouble Limited, the Data Controller. Questions about our External Privacy Policy should be sent to info@dogtrouble.co.uk.

2. Where we collect personal data from

We collect personal data from clients, customers, employees, trustees, volunteers and suppliers. We do not source personal data from third-parties.

3. Information we collect

We ask for and collect the following personal information about you in the course of providing services. This information is necessary for us to perform our dog behaviour, training and wellness services, and to enable us to comply with our legal obligations. Without it, we may not be able to provide you with all the requested services.

3.1 Information we may collect from you:

- Name
- Postal address
- Phone numbers
- Email addresses
- Social Media accounts
- Information you enter onto our website
- Records of your correspondence with us

3.2 Information we collect for purposes relating to the provision of dog behaviour services:

- Dog's name, breed, age, gender, vet, vaccination record, microchipping, worming, medical conditions, dietary requirements, photos, video recordings, behaviour issues and background
- Emergency contact name, postal address, phone numbers, email address

4. How we collect and store personal data

We collect personal data online via email, and website, face to face, over the phone, and in writing. This data may be obtained from you as a result of one or more of the following actions:

- (a) you contact us with respect to our dog behaviour, boarding or day care services, a workshop, clinic, or any other event;
- (b) you contact us in relation to becoming a volunteer or volunteer for us, attend an event, or fundraise on our behalf;
- (c) you apply for a job with us or become an employee;
- (d) you purchase something from our shop;
- (e) you request a copy of any of our publications;
- (f) you subscribe to our newsletter;
- (g) you contact us with enquiries or other correspondence (including via social media) or become involved with us in another way;
- (h) you make a donation to us, which may be financial, non-financial or in-kind.

Personal data is stored online on password protected computing devices. Personal data held in paper form are held in locked cabinets. Access to personal data is restricted on a need to know basis.

5. What we use personal data for

We will process your personal information in accordance with our obligations under applicable data protection laws and regulations, for the following reasons:

- (a) to provide you with the services, products or information you have asked for;
- (b) to administer your purchase or donation or membership or support your fundraising, including processing Gift Aid;
- (c) to rehome dogs including contacting you for aftercare purposes to ensure successful rehoming;
- (d) to comply with applicable laws and regulations, and requests from statutory agencies;
- (e) for our own internal administrative purposes and keep a record of your relationship with us;
- (f) for marketing purposes, to provide you with information about us, our campaigns, events, our services, and any other information, products or services that we provide or provide access to;
- (g) to provide essential event information where you have signed up to take part;
- (h) to manage your communication preferences with us generally;
- (i) to provide you with information about goods or services we feel may interest you;
- (j) to notify you about changes to our service and/or membership benefits;
- (k) to ensure that content from our website is presented in the most effective manner for you and for your computer/mobile device.

6. Your rights

The following are the rights that you have if we collect your personal data:

- (a) the right to be informed about the collection and use of your personal data;
- (b) the right to request details of the information we hold about you – a Subject Access Request;
- (c) the right to have any changes or errors in the information rectified;
- (d) the right to have your personal data removed;
- (e) the right to withdraw consent;
- (f) the right to data portability to obtain and reuse your personal data for your own purposes across different services;
- (g) the right to object to processing on “grounds relating to his or her particular situation”;
- (h) the right to complain to the Information Commissioners Office if you are unhappy with the way in which your personal data has been handled.

7. The legal basis on which we process personal data

We process personal data on the basis of consent and the legitimate interests we have to process the data in order to provide dog behaviour, training and wellness services. Appropriate safeguards are in place to maintain the security of the data we collect, hold and process.

8. Personal data outside of the EEA

Dog Trouble Limited does not share personal data outside of the EEA.

9. Personal data of children

We collect personal data of children, with the consent of whoever has parental responsibility, for purposes relating to the provision of Junior Pack Leader dog behaviour classes. Children have the same rights as adults over their personal data, including the right to access their personal data; request rectification; object to processing and have their personal data erased.

10. Third-parties

- (a) We will not share your personal data with third parties except in accordance with this policy or when we have your permission;
- (b) It may be necessary to share some of the information you provide to us with third parties in the course of our service provision, for example where your dog needs veterinary care.
- (c) We may disclose your personal data as required in the course of an employment relationship, or in order to comply with law enforcement or legal requirements.
- (d) Information we collect via forms on our website is held in the website’s secure database, and news, information and promotions are sent to our contacts list held in MailChimp. All mailings sent via MailChimp include an unsubscribe link.
- (e) We do not share personal data with any third parties for the purposes of marketing

11. Data Retention

Personal data is retained for as long as is necessary for the performance of the services provided to you, and to comply with our legal and regulatory obligations.

After an applicable retention period has expired personal data will be securely erased. Data may be anonymised, or data that identifies individuals erased, so that it may be used for business analysis purposes. No identifiable personal information will be used for this purpose.

If you request to receive no further contact from us, some basic information will be retained in order to be sure that we have a record of this request and do not send you unwanted material in the future.

The periods for which personal data is retained are

- Personal data will be held for as long as the individual is a client of Dog Trouble Limited plus 6 years.
- Employee data will be held for the duration of employment and for 6 years after the last day of contractual employment. Employee contracts will be held for 6 years after last day of contractual employment.
- Interview notes of unsuccessful applicants will be held for 1 year after interview.
- Records of major accidents and dangerous occurrences for 6 years
- Public data: Public data will be retained for 3 years.
- Operational data will be retained for 5 years.
- Critical data including Tax and VAT will be retained for 6 years.

12. Leaving our website

Visitors to our website must be aware that any external links are not our responsibility. Once you click on a link to an external site it will be subject to that organisation's privacy policy.