

Jonty's Paws & More

Privacy Policy

All data about you is treated as strictly confidential and is held in accordance with the General Data Protection Regulations (GDPR).

What Information Does Jonty's Paws & More (JP&M) Hold On Its Clients?

The personal information JP&M has recorded on our client forms and online booking system is;

a) Any data submitted by someone via the contact form at www.jontypawscalne.co.uk; this information is automatically emailed to jontypaws01@icloud.com and is automatically downloaded. The mail software solely used for this purpose is password protected. THE JONTY'S PAWS & MORE DOG WALKING & PET CARE SERVICES WEBSITE ITSELF DOES NOT HOLD ANY PERSONAL INFORMATION.

b) Any data submitted via the JP&M Facebook Page (including Facebook's messaging service), Instagram and Twitter; the accounts are all password protected and administered only by the JP&M owners.

c) The name and address and other information as supplied by the client via online software (See paragraph 5 below).

d) Any information sent via cellular/data text message to any telephone number operated by JP&M.

JP&M also holds the data contained on any hard copy forms completed by a client. All hard copy information is securely stored at the JP&M address. It is worthy of note that JP&M moved to an electronic data recording system in May 2016, although this does not replace/preclude the hard copy recording of information if a client does not have access/cannot access the JP&M website or social media accounts. All clients will have both hard copy and electronic data recorded.

Why Does JP&M Hold Data On Its Clients?

JP&M will use your name, address, phone number or email address, stored on contact forms or on Pet Sitter Plus. This information is used for the following:

- to confirm / arrange future bookings or arrangements
- to send invoices in respect of bookings (email via Pet Sitter Plus)
- to update you on your pets whilst you are away if requested (email/Facebook/WhatsApp as agreed)
- Please let us know at any time should you wish that method to be changed or if you subsequently want your details removing from this.
- To send a monthly newsletter (Jonty's Journal) should you have opted in for it.

Online Third-Party Software (Pet Sitter Plus)

JP&M uses online third-party software to record service requests and service agreements, and to forward electronic invoices to clients. The data held is that which has already been submitted via means described at Paras 3 a), b), c) and d), above.

All internet-based accounts as described throughout this Policy (with the exception of the Jonty's Paws & More website) are protected by the clients own email and password log in. Whilst all accounts are password protected, JP&M cannot guarantee the security of clients' data contained on the servers of any internet-based or third-party software provider. That said Pet Sitter Plus are also GDPR compliant.

Access To Your Personal Information

If a client or former client wishes to know what data is held on them by NFPS, they can do so logging in to their online account or by submitting a written (including electronic) request via any means to JP&M. They will receive any information we hold within one calendar week.

Deletion Of Personal Data – The ‘Right To Be Forgotten’

If personal data is no longer necessary to the purpose for which it is intended, it will be deleted. If a client/prospective client wishes for personal data to be deleted, they can do so via their online accounts or by written request (via any means). They will receive confirmation of such within one calendar week. Please note however, that the HMRC requires us to retain information for the purposes of Tax compliance for 7 years but this will be kept to a minimum.

Transferring Data To Third Parties

JP&M reserves the right to move personal information to other services or systems, without notice to the client, which have been identified to benefit the service JP&M provides.

JP&M WILL NOT sell or otherwise forward the personal information of any client/prospective to any third party. We will only share information if required by law.

Data Breaches

Should a personal information breach occur on the part of a software provider, JP&M will inform the client immediately. It is the responsibility of that provider to inform their respective data protection authority (in the UK it is the Information Commissioner’s Office). Should the breach occur on the part of JP&M, the UK Information Commissioner’s Office will be informed within 72 hours, following investigation into the breach. The client will be informed of the breach.

Enquiries

Should a client or prospective client have any comments or questions regarding the use and protection of their personal information by JP&M, they should contact JP&M in the first instance.

