



Rowlands Gill Pet Boarding (RGPB)

(The Hop Inn)

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## GDPR Compliance Document

The law on data protection is changing on 25.5.18. This document sets out how Rowlands Gill Pet Boarding handles, collects, stores and uses your data and your rights under our privacy notice.

RGPB is a data controller and processor.

### **Personal data held:**

RGPB collects and holds the following personal data on customers. Not all of the below data is relevant to each customer, only relevant data to each customer is collected.

- Name
- Address
- Telephone number – either home or mobile or both
- Facebook contact- if original contact is made or further communication carried out in this way
- Date and time of agreed pet's vacation
- Pet's vet name and address
- Payment method

### **How personal data is collected:**

Information is collected upon a customer contacting RGPB to book one of our services. Information to secure their booking is collected via a booking form which is emailed out to the customer as booking confirmation.

Data may be collected via email, telephone call or facebook.

Personal data will be updated on the booking form as information regarding the customer's booking is collected.

**Purpose of personal data held:**

RGPB collects and handles personal data in order to attend a venue to deliver our services. Telephone contacts are required to contact customers in relation to this service (i.e. to inform a customer if the Presenter is running late, or if a change is required to date and time) Data is also required for processing accounts and bookkeeping for the business.

**Lawful basis for processing personal data:**

RGPB only collects necessary personal data to provide customers with an animal handling experience and for processing accounts and bookkeeping in relation to this service in relation to the business. Without collecting the above personal data RGPB would not be able to operate in your commercial interests, therefore our Lawful basis is 'Legitimate interests.'

**Length of time personal data is held:**

RGPB will hold the 'customer booking confirmation' and all accounts and bookkeeping details for 6 years from the end of the financial year that they relate to. This is necessary by law for accurate business accounts. After this time, records and files will be deleted or destroyed securely.

**Sharing data:**

RGPB reserves the right to use an accountant of their choosing as a third party data processor, for the purpose of annual bookkeeping and accountancy for the business. Third party data processors may not use your personal data for any other purpose other than the process which they are required to undertake.

**Special category data:**

RGPB does not collect 'special' category data

**SECURITY:**

RGPB takes the security of your personal data very seriously. Your personal data will only be used as outlined in this document and every effort is made to ensure that your data is protected against unauthorised or illegal use and against accidental loss, destruction or damage.

**Digital security:**

Computers used for business are password protected with firewalls and anti-virus software installed. Data storage used by the business is password protected.

**Paper records:**

Paper records are kept in a locked paper storage container.

## **PRIVACY NOTICE**

### **The Right to be Informed**

RGPB collects and processes your personal data as laid out in this document

### **The Right to Access**

You have the right to request a copy of all of the personal data RGPB holds about you. Requests for personal data must be made by the named individual and will be verified by RGPB. Requests will be processed within 30 days and are free of charge unless the request is 'manifestly unfounded or excessive' in this case an hourly administration cost will be required for providing the information or your request may be refused.

### **The Right to Rectification:**

You have the right to have your personal data corrected if you believe that the information RGPB holds is incorrect. Requests can be made verbally or in writing and will be responded to within 30 days. Please contact RGPB if you believe your details are incorrect or need updating.

### **The Right to Erasure:**

You are entitled to request personal data RGPB holds on you to be deleted or erased, this is also known as 'the right to be forgotten.' Requests can be made verbally or in writing and will be responded to within 30 days.

RGPB will consider requests on an individual basis. If there is lawful basis for the business to retain your information your request may be refused. The reasons why will be explained once a decision has been made within the 30 days. Please be aware that it is not always possible for certain data to be deleted or erased, if the business is required by law to retain this information for certain uses or if the business is unable to provide the service you require without retaining data.

### **The Right to Restriction of Processing:**

You have the right to request the restriction or suppression of the processing of the personal data RGPB holds on you, this may be alongside the right to rectification and the right to object. This is an alternative to requesting the erasure of your data. Requests can be made verbally or in writing and will be responded to within 30 days.

When processing is restricted, RGPB is permitted to store your personal data, but not use it. In most cases the right to restriction is only temporary. If the request is made alongside the right to rectification or the right to object RGPB will lift the restriction once a decision on the accuracy of your data, or whether the business legitimate grounds override those of the individual, has been made. You will be informed before RGPB lifts the restriction.

### **The Right to Object:**

You have the right to object to RGPB processing your data based on Legitimate Interest. No further service will be able to be provided after this request. The business may still be legally required to hold and process your data for lawful bookkeeping and accountancy as set out in this document.

### **Further Information:**

If you require further information about your rights, more information can be found on the ICO (Information Commissioner's Office) website or by contacting them directly.

### **Your Right to Complain:**

In the event that you are concerned about the way in which RGPB is handling your personal data, refuses to process your request for changes or erasure or you are unhappy with the reasons why your request has been refused you have the right to complain to the ICO or seek a judicial remedy.