

Old Oak Cattery Limited
2, Church Farm Bungalows,
The Street, Eyke, Suffolk. IP12 2QH

01394 421192



Privacy Statement GDPR

What is GDPR.

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a privacy and data protection regulation in the European Union (EU) and will be enforceable from May 25 2018 and requires no enabling legislation so automatically becomes binding and applicable on that date.

The GDPR imposes new obligations on organisations that control or process relevant personal data and introduces new rights and protections for EU data subjects.

The GDPR applies to data processing carried out by organisations operating within the EU. It also applies to organisations outside the EU that offer goods or services to individuals in the EU.

Old Oak Cattery Limited Commitment.

Old Oak Cattery Limited places a high importance on information security. We will be complying with the GDPR as a processor and controller of data and have been planning and developing a procedure which will deliver what is required by the legislation and those rules and laws that are applicable to our local boarding licence provider.

Information we hold about you as required by boarding licencing rules:

- Your contact name, address, telephone, cell phone, email address and WhatsApp.
- Emergency contact information nominated by you.
- Your preferred or nominated veterinary practice details.
- Your pet's details including medical history and medication.

How we collect this information:

We are required by local authority licencing rules to keep a register of visitors, their owners and all relevant data pertaining to a stay with us. This data is collected manually by printed document in the form of booking form, veterinary release form and our terms & conditions. Our on line form enquiry collects basic data such as name, email address and query. On line submissions are via a 'Vistaprint' provided portal. All such details received by this online method are sent to us via an email which is collected via a firewalled server/router.

Payment data for services provided is typically by credit/debit card or cash. Data collected by this means is made by a secure 'Barclaycard' provided terminal.

Old Oak Cattery Limited
2, Church Farm Bungalows,
The Street, Eyke, Suffolk. IP12 2QH

01394 421192



How your information is used.

We only use your data to ensure we have every opportunity to provide your pet a wonderful stay with us. Your data is only used to record visits, seek professional medical support if needed for your pet, to control infections/diseases and allow you peace of mind whilst you are away on business or holiday. Access to your information is only given to designated or delegated medical suppliers such as vets, our local licencing authority (Suffolk Coastal & Waveney Council) and our Company accountants for financial regulation.

What we do not do with your information.

Your information is only used internally within the company as described above. We never use this information as a marketing tool, we never sell your data to anyone. We never keep payment details or data, data provided over the telephone is shredded immediately after processing any payment.

How we store any data.

We are required to keep data as described, this data is stored in a locked cabinet unless being audited by a local licencing authority or finance organisation. We do not use an electronic data base to store the data discussed earlier.

Your rights.

You have the right to object to us holding your data but as stated we never use your information as a sales or marketing tool but only to comply with compulsory licencing rules which are required for us to operate and look after your pet.

You can opt out at any time by contacting us via telephone, letter or email.

Please do not hesitate to contact us if you have any questions relating to this Statement.

Version 20185