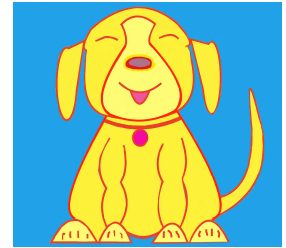


# HAPPY DOG



## Privacy Policy

### Our contact details

Website: [happydogonline.co.uk](http://happydogonline.co.uk)

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details).
- Details about your pet including: name, breed, microchip number, insurance and vet providers.
- Details of other persons who we should contact in case of emergency.

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To allow us to care for your pet fully whilst they are staying with Happy Dog, or being walked by Happy Dog or whilst Happy Dog is visiting your pet in your home.

We also receive personal information indirectly, from the following sources in the following scenarios:

- You make an enquiry to us via our Website, our Google listing, our Facebook Page, or any other location where Happy Dog business details are listed.

We use the information that you have given us in order to:

- Contact you about Happy Dog caring for your pet.
- Assess if we are able to offer you and your pets our services.

We may share this information with other organisations such as: the Council, the Police, a Vet or Insurance Company, but only if a situation arises that requires us to do so to ensure that we can care for your pet and any other pet or person involved.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**Your consent. You are able to remove your consent at any time. You can do this by contacting us at [happydogonline.co.uk](http://happydogonline.co.uk)**

### How we store your personal information

Your information is securely stored.

We keep your details and details about your pets in both digital format which is stored in password protected locations. We store written information in locked storage for up to three years from the

last date that your pet was cared for by Happy Dog, or within one year if you decided not to use our services after an initial enquiry.

We will then dispose of your information by deleting electronic files or shredding paper documents.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [happydogonline.co.uk](https://happydogonline.co.uk) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [happydogonline.co.uk](https://happydogonline.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>