



Claire's Comfy Canines Ltd  
Unit 4  
58 Britwell Road  
Burnham  
Bucks  
SL1 8DH  
07967 332558



Company registration number 07930406  
VAT number 180788081  
Managing Director Claire Hunter

## **Privacy policy**

**This privacy policy is to make you aware of how Claire's Comfy Canines uses and protects any information that you provide to us.**

Claire's Comfy Canines is committed to ensuring that your privacy is protected. Should we ask you to provide any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy policy. This policy may change from time to time and will update clients directly should it do so.

This policy is effective from the 13<sup>th</sup> March 2024.

### **What is personal and sensitive data?**

Personal data is data which can be used to identify you.

At Claire's Comfy Canines we may collect the following information:

Clients:

- Name
- Address for client and for one emergency contact
- Telephone number for bookings and emergency contact
- Telephone number for one separate emergency contact
- Email address for invoicing and Claire's Comfy Canines bookings
- Details of the pet insurer and vets that you use.

Enquiries via telephone, email or online contact form:

- Name
- Email address
- Telephone number

Sensitive personal data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

***We do not hold any sensitive data at Claire's Comfy Canines.***



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### **Where will you store my data?**

- Paper and electronic copies of your data will be stored securely and accessed only by employees of Claire's Comfy Canines and our data processor.
- Client email address will be stored in our 'Toolkit' webmail site and 'Mail Chimp' for Claire's Comfy Canines use only.
- Client telephone numbers are stored in our secured iPhone for Claire's Comfy Canines use only.

Our Data Processors Privacy Policy can be found here: [Privacy Policy \(collarapp.uk\)](#)

### **How will you use my data?**

Your data will primarily be used for the purpose of daycare bookings, emergency contact and providing you with updates and notices of relevant functions in regards to you and your dog.

In addition to this:

- From time to time we may contact you to let you know about special offers for bookings in day care.
- In some instances, Claire's Comfy Canines may contact you to invite you to participate in surveys or research projects about particular issues.

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We will not provide your information to any third parties without your express permission.

### **Can I withhold my consent?**

Claire's Comfy Canines only asks for personal data that falls under the lawful basis of 'Contract'. This means that we cannot offer you a service without those details.

You can withhold your consent to receiving the newsletter from us, but this may mean that we will need to contact you individually by phone or email to inform



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you of important business information, such as: closures/change of prices/updated terms and conditions.

### **What is a Data Controller?**

A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure.

For the purposes of the Data Protection Act the General Manager of Claire's Comfy Canines is the Data Controller.

The Data Processor is Collar Ltd acting on behalf of the controller.

### **Why might you share my personal? Who will you share it with?**

We will only ever share your information with your permission, for the purposes we have stated (unless required to do so by law).

### **How long will you keep my data for?**

Your data will be kept as long as you are a client of Claire's Comfy Canines. Post termination of contract, your data will be stored for as long as is required by our license and as per the law.

Our Data Processors privacy policy can be found here: [Privacy Policy \(collarapp.uk\)](http://collarapp.uk/PrivacyPolicy)

### **Obtaining the information we hold about you**

You have a right to ask for a copy of your information and to correct any inaccuracies. Under the Data Protection Act 2018, Claire's Comfy Canines are required to respond to your request within 40 days. If you would like a copy of the information we hold about you, please contact the General Manager of Claire's Comfy Canines on 07967332558 or [info@clairescomfycanines.co.uk](mailto:info@clairescomfycanines.co.uk).

**All members of staff at Claire's Comfy Canines receive in-house training on data handling and data protection. If you feel your information has been mishandled, breached or you are concerned with the way Claire's Comfy Canines processes data, you have the right to complain to the Information Commissioner's Office (ICO).**