



a well-trained dog is a happy dog

## WEBSITE PRIVACY NOTICE

### 1 INTRODUCTION

This privacy notice provides you with details of how I at **dog.help** collect your personal data through your use of my site [www.helpwithyourdog.co.uk](http://www.helpwithyourdog.co.uk). This will include information you may provide when enquiring about or purchasing courses or services provided by **dog.help**., signing up for newsletters or taking part in an event organised by us.

By providing me with this data you warrant to me that you are over 13 years of age.

Penny Hoare T/A Dog.help

I am the data controller and am responsible for your personal data.

Email Address [info@helpwithyourdog.co.uk](mailto:info@helpwithyourdog.co.uk)

1 Sunnyside Terrace, Barrington, Ilminster TA19 0JG

If you are not happy with any aspect of the way I collect your data you have a right to complain to the Information Commissioner's Office (ICO) the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). I would be grateful if you were to contact me first so I may try to resolve the issue for you.

I do not collect any sensitive data about you

It is very important that the data I hold is accurate and up to date. Please let me know if at any time your personal contact information changes by emailing me at [info@helpwithyourdog.co.uk](mailto:info@helpwithyourdog.co.uk)

### 2 . WHAT DATA DO I COLLECT

Penny Hoare Dip CABT (COAPE) MIACE

- **Identity data** May include your full name. Photographs/video relevant to work undertaken.
- **Contact data** May include your postal address, email address, home telephone number, mobile telephone number.
- **Financial data** Bank account details for payment of services
- **Transaction data** may include details about payments between us.

I will only use your personal data when legally permitted. The most common use

- Needing to form a contract between us
- Where I need to comply with regulatory obligation.

Generally I do not rely on consent as a legal ground for processing your data other than in relation to sending marketing communication to you via email or text. You have a right to withdraw consent to marketing at any time by emailing me [info@helpwithyourdog.co.uk](mailto:info@helpwithyourdog.co.uk) .

### 3. PURPOSE FOR PROCESSING YOUR DATA

- Registering you as a new customer
- To process the contract with you
- To send reports following work undertaken
- To manage my relationship with you, notifying you of changes; reminding of booked appointments; asking for a review or survey
- To enable you to partake in prize draws or competitions
- To deliver relevant advertising of my services

### 4. DATA SECURITY

I have put in place appropriate security measures to prevent personal data from being accidentally lost or accessed in an unauthorised manner, altered or disclosed. Your data access is limited to those who work for me or are contracted by me and

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who have a need to know the data for my business purpose. They are subject to a duty of confidentiality.

## **5. DATA RETENTION**

By law I have to keep basic information about my customers for 6 years for tax purposes.

In some circumstances I may anonymise your personal data for research or statistical purposes (so that the information held is no longer associated with you). I am then able to use this information indefinitely without further reference to you.

## **6. YOUR LEGAL RIGHTS**

You have the rights under certain circumstances under the Data Protection laws to request access to your personal data and to request correction of your personal data or erasure. You have a right to withdraw consent. If you wish to exercise these rights please email me [info@helpwithyourdog.co.uk](mailto:info@helpwithyourdog.co.uk)

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