



Privacy Policy

This version was last updated in May 2018

Introduction

For us it is important that the personal data held about you is accurate and current. Please keep me informed if your personal data changes during your relationship with me for the use of my services.

When you read "we", "us" or "our" in this privacy policy, we are referring to the relevant company of Chapelford Pet Sitting Services.

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

Karen Mercer is the data controller and is responsible for your personal data.

Contact Details:

Full name of legal entity: Karen Mercer

Email address: chapelfordpetsittingservices@gmail.com

Telephone number: 07725167863

What Data Do We Collect About You

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process certain types of personal data about you as follows:

Identity Data may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.

Contact Data may include your home address, billing address, delivery address, email address and telephone numbers.

Financial Data may include invoicing information (including company name and invoice address) which you provide to us when you choose to make a payment.

Transaction Data may include details about payments between us.

Marketing and Communications Data may include your preferences in receiving marketing communications from us and your communication preferences.



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We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Where we are required to collect personal data by law, or under the terms of the contract between us and you do not provide us with that data when requested, we may not be able to perform the contract (for example to carry out our services to you). If you don't provide us with the requested data, we may have to cancel a service you have requested but if we do, we will notify you at the time.

How We Collect Your Personal Data

We collect data about you through a variety of different methods including:

Direct interactions: You may provide data to me to record during our consultation on a consultation form by communicating with us by post, phone, email, SMS, Whatsapp, Facebook, Messenger or otherwise, including when you request any of our services as listed below:

Dog Walking

Pet sitting in your own home

House Sitting

Administering medication to your pet including preventative medication, claw trimming and other help needed for the wellbeing of your pet.



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Automated technologies or interactions: As you use our site, we may automatically collect Technical Data about your equipment, browsing actions and usage patterns. We collect this data by using cookies, server logs and similar technologies. We may also receive Technical Data about you if you visit other websites that use our cookies. Google Analytics are an example of analytic providers used.

Email Links: If you email us directly, or via an email mailto hyperlink, the email is transmitted to us via the Simple Mail Transfer Protocol (SMTP). Depending on your email provider, the email contents may or may not be encrypted from the point at which it leaves your computer until it reaches your email provider or in some cases, until it reaches us. We have no control over this, but most popular email providers like Gmail do provide end-to-end encryption.

Third-party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How We Use Your Personal Data

We will only use your personal data when legally permitted. The most common uses of your personal data are:

Where we need to perform the contract between us.

Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

Legitimate reasons may include sharing information with a veterinary professional within your own veterinary practice, group of practices or any other veterinary practice used for the treatment and care of your pet whilst in my care. This also includes veterinary referral clinics, centres or hospitals etc. Also the need to share information as requested with your pet/home insurance company if needed, as well as any other person noted on our consultation form or whom you instruct to me to act as an emergency contact if you cannot be reached and urgent care is needed for your pet(s) and/or home. Where it is necessary to liaise with any authorised body in relation to our services being used or needed and this may



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include for example council licensing authorities, RSPCA, emergency services like the police or fire services as well as any of your home security/alarm companies if needed whilst using my services.

Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal ground for processing your personal data, other than in relation to sending marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by emailing us at chapelfordpetsittingservices@gmail.com

How Is Your Information Used?

Collecting this data helps us understand what you are looking for from our business, enabling us to deliver excellent services, and in particular for the following reasons:

to contact you in response to a specific enquiry or request of services offered

to collect payments and send invoices and statements if requested

to supply the services

to notify you of changes to our legal terms or compliance requirements etc

to contact our customers relating to past, present and future services

to inform you of any changes to our pet sitting/dog walking/house sitting/animal care services due to holidays, illness or adverse weather conditions etc

Chapelford Pet Sitting Services publishes feedback received from clients on the website, which may contain personally identifiable information. A photo of your pet posing may be used with your testimonial. The client feedback sheet is available for new clients to read as this helps provide reassurance and builds trust when a new client may be anxious about using a pet sitting service. Your pets daily update photos may appear on the Facebook page for Chapelford Pet Sitting Services but owner details are never published on social media.

We do obtain permission from all clients prior to publishing the testimonial and posting pet pictures to social media. However, if you wish to request the removal of your testimonial, please let me know.



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Change Of Purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email chapelfordpetsittingservices@gmail.com

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those volunteers/workers who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.



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By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances, we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

Request access to your personal data.

Request correction of your personal data.

Request erasure of your personal data.

Object to the processing of your personal data.

Request restriction of processing your personal data.

Request transfer of your personal data.

Right to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at chapelfordpetsittingservices@gmail.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.



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We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Cookies

You can set your browser to refuse all or some browser cookies or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Review Of This Policy

We keep this policy under regular review. This Policy was last updated in March 2018, but we may change this policy from time to time. You can view this policy on our website www.chapelfordpetsittingservices.co.uk and any changes to this policy will be updated as needed. Please check the page occasionally to ensure that you're happy with any updates/changes. By using our website, you're agreeing to be bound by this policy. By using my services, you're agreeing to be bound by this policy.

Signature of this document constitutes acceptance of this Privacy Policy and it's terms and conditions.

Clients Signature

Date



Chapelford Pet Sitting Services

"where meeting your pets needs & giving you peace of mind are my priorities"

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