



Privacy & GDPR Policy

Dawn Ash-Bunting trading as No Longer in the Doghouse (“NDLH”). The client (“you”).

GDPR tells you how NDLH will collect, use, disclose, store, protect, retain, and delete your personal data. Due to these new data protection laws which came into force in May 2018, client information will be managed in the following ways.

NDLH collects data for the sole use of administration and contacting you regarding your animals training. Below you can see what is collected, how it is used and stored and how long it is kept for. You can of course ask for your personal information to be deleted at any time.

Client personal information:

- Client contact details (name(s), email, telephone numbers, addresses, animal's details) will be gathered mainly via email, booking arrangements/registration form or phone. Please note Facebook and Facebook Messenger is not secure so personal information should **not** be passed to me via this medium. If you choose to do so, it will be at your own risk.
- No personal details will be passed on to a third party, unless with your personal permission. This will in most circumstances only ever be to a Veterinary Surgeon, or other professional animal care practitioner.
- All personal details kept by NLDH will be stored securely. Any information stored on any IT equipment is password protected.
- Your personal contact details will be deleted a maximum of one year after you finish working with me. I will only contact you to ask for updates about your pet and how you are getting on with the training.
- Your animal's action plans will be held for a maximum of two years but hold no personal information on you other than your surname and pets' name. This is solely so if you contact me again about your pet's needs, I have the information at hand.
- Paperwork at the time of deletion will be shredded or burnt, information held on a computer and email will be permanently deleted.
- Photos of your pet will be taken only with your permission, but copyright belongs to No Longer in the Doghouse. Permission by you means you are consenting to your pet's photo being used by the photographer on websites, Facebook or other social media platforms, presentations or other legitimate business use.

Marketing:

- You will never be contacted by No Longer in the Dog House directly by email, telephone or post advertising services or workshops unless you have requested to be on the mailing list.

Dawn Ash-Bunting BSc (Hons) ABT trading as No Longer in the Doghouse

- If you wish to find out about events you can join the Facebook page No Longer in the Doghouse.
- If you choose to join these pages, you may, from time to time, be invited to events. You have the right to unfollow NDLH Training/NDLH members or Dawn's pages at any time if you do not wish to be informed of upcoming events etc.

Access:

- You can ask to see, amend, have your information restricted or have your personal information deleted at any time. By registering to work with NLDH you have 'opted in'.
- Contact No Longer in the Doghouse to opt out of having your personal data stored. Contact Details: Dawn Ash-Bunting Tel: 07727603806 or email: nolongerdoghouse@gmail.com

Security:

- Hand-written notes, when completed are stored in a locked cabinet, access to which is restricted to NLDH.
- Personal information on PCs are additionally protected by anti-virus and fire walls.
- In the event NDLH become aware that information held is lost, stolen, or otherwise breached and where this constitutes a high risk to your rights and freedoms you will be contacted by NDLH without delay.
- You are also able to contact the ICO – Information Commissioner Office via then link below.
- <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>

Changes to the policy:

Minor changes to this policy may be made at any time, with the updated policy available on NLDH website.