



**Brockhills Cattery Ltd**

## **Brockhills Cattery GDPR Statement**

*What is GDPR and this form about?*

**The General Data Protection Regulation 2016(GDPR)** is a privacy and data protection regulation in the European Union (EU) that imposes obligations on organisations that control or process relevant personal data and imposes rights and protections for EU subjects. We are committed to protecting your privacy and will only use the information that we collect about you lawfully (in accordance with GDPR) and will provide protection for all personal data and information when we ask for it.

*Why do we keep personal data?*

We collect information about you and your pet because of legal obligations under **The Animal Health and Welfare Act 2006**, the **Animals Boarding Establishments Act 1963**, and the **conditions of our Animal Boarding Licence**. The holding of your data is necessary for us to comply with the law; to assist in good animal care; in dialoguing with your vet if necessary for the care of your pet and to enable us to provide you with the best possible service.

Your personal information forms part of the **contract** between us, so these are the three reasons mentioned above to hold your data; the primary one being our legal obligation. We require your **consent** to hold your data beyond **3 years** from the boarding date and to effect future bookings using your old records. *When you rebook, legal obligations re data are again in force.*

*What personal data do we keep?*

The type of information we are legally required to collect from you includes **your name, your address, e-mail address, your 'phone numbers, which vet you use and a local emergency contact 'phone number**. We will not collect additional information about you without informing you beforehand

*Accessing and correcting data held by us.*

The data we hold needs to be accurate and up to date so please help us in this regard by informing us if you find any inaccuracies, so that we may correct or delete them. *You can check the information we hold about you by e-mailing us.*

### *How do we hold this information?*

The personal information that we hold about you will be held in accordance with the law and our internal security policy. The data will be kept secure on a password and antivirus protected Laptop and backup paper copies will be kept locked away.

### *Who else might see it?*

We will NOT share your information with any other 3rd party, either in the EEA (European Economic Area) or outside this area except those specified by law.

Please note, however, that **Local Authority Officers** have a right to see your data and **your vet may need your local emergency number and also crosscheck your address.**

### *Other use of personal data.*

We may use technology to track patterns of behaviour of both visitors to our website and of bookings. This may entail using a 'cookie' which should be stored on your browser. You can modify your browser to prevent this happening although this may prevent certain features being available to you. The information collected in this way can help us to identify you.

### *How long do we hold your personal data?*

We must retain your records for a **minimum of 3 years beyond the boarding dates.** The maximum time we retain them will be 6 years from the date of the last stay.

### *To whom do I talk about this?*

If you have any comments or questions about privacy please contact our Data Controller, Mr. Gerard Redman.

### *Who else can I contact?*

In any questions are unresolved, you may lodge a complaint with [www.ico.org.uk](http://www.ico.org.uk)

### *What if I refuse?*

If you cannot agree to our keeping your data as described, **we regret we will be unable to board your pet.**