



# Dog Matters Privacy Policy

## Our contact information:

Name: Claire Lush

Phone Number: 07921551433

E-mail: [dogmattersaylesbury@gmail.com](mailto:dogmattersaylesbury@gmail.com)

## The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers: contact information and personal information relating to your dog(s) health, behaviour and needs.
- Photos
- Videos
- Recordings of Zoom consultations
- Website user stats

## How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To give you and information about relevant services which we provide.
- To enable you to make an enquiry or express an interest in one of our services.
- To enable us to decide whether we can help you and provide one of our services.
- To book your place on to a training course or workshop.
- To undertake one to one training.
- To provide you with follow up contact in line with your needs.
- For administrative purposes.
- For publicity and media with your permission.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Toni Shelbourne, Behaviourist - for attendance to our shared Reactive to Responsive workshops only.

We use the information that you have given us in order to:

- Provide you with information regarding workshops and further training / support.
- To provide you with educational video and photo footage.
- To provide you with the proper provision of Dogs Matters' services.
- To promote Dogs Matters services.



Date: 22/01/2021

We may share this information with:

- Toni Shelbourne, Behaviourist, in relation to Reactive to Responsive workshops only.
- Your dog's Veterinarian at your request.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**Your consent. You are able to remove your consent at any time. You can do this by contacting Claire Lush on: 07921551433 / [dogmattersaylesbury@gmail.com](mailto:dogmattersaylesbury@gmail.com)**

### How we store your personal information:

Your information is securely stored within the Dog Matters locked and password protected files or in a locked, secure filing cabinet for the period of your application to receive services.

Should you withdraw from accessing Dog Matters services, your personal data will be retained for a further period of three months in case of a decision change, and thereafter it will be destroyed.

Should you enter a contract with Dog Matters, your personal data will be stored securely within the Dog Matters secured files for the period of your contract.

When we dispose of your information, we shred any paper documentation and delete saved files from the Dog Matters files.

### Your data protection rights:

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: [dogmattersaylesbury@gmail.com](mailto:dogmattersaylesbury@gmail.com) / 07921551433 if you wish to make a request.



Date: 22/01/2021

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: [dogmattersaylesbury@gmail.com](mailto:dogmattersaylesbury@gmail.com) / 07921551433

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



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