

# Oxted Walkies and Oxted Cat Care

## Privacy Notice

Effective from **25 May 2018**, in compliance with General Data Protection Regulation (GDPR)

We are Oxted Walkies and Oxted Cat Care, a small pet sitting company owned and run by Wendy and Nick Collister, from 8 Roseacre, Oxted RH89BE. By law, we have to state who our data controller is. The data controllers are Wendy and Nick Collister (referred to in this notice as "we", or "our").

<b>The information we collect and why we collect it</b>	<p>We collect information about you directly from you. This is collected on the booking form and online website submission form, and may be updated by you by email, telephone, or in writing. The information we hold includes names, addresses, phone numbers and email addresses for pet owners and their emergency contacts. These are held on a database, stored on a secure server operated by National Association of Pet Sitters and Dog Walkers (NarpsUK). The personal details are also held as phone contacts on our mobile devices.</p> <p>We collect this information in line with relevant regulations and the law. This information is collected only in respect of your enquiries or bookings for pet sitting. Without this information, we cannot enter into a contractual relationship with you about a booking, or keep you updated with information about your pet, or our business.</p> <p>You are required to give us accurate and up-to-date information. If you provide the information on behalf of somebody else, you need to tell them how to find our Privacy Notice and make sure they agree to using that information for the purposes set out.</p>
<b>How we use your information</b>	<p>GDPR requires us to state our grounds for processing the information we hold, which are as follows:</p> <p><b>Contract</b> We may use and process some of your personal information where we have sensible and legitimate business grounds for doing so. For example, we use your information to confirm your bookings and to send your invoices. We may use your information to contact you specifically about the progress of your pet during our care.</p> <p><b>Consent</b> Where necessary, we only process your information if you have consented for us to do so. For example, we use your information to respond to communications you have directed at us. We also use your information to inform you of updates on issues about our business (such as our holiday dates and any changes to our fees.)</p>
<b>Who we share your information with</b>	<p>We do not share your information with any other parties, unless you have given express permission for us to do so.</p> <p>Under separate arrangement, we run two Facebook pages, Oxted Walkies and Oxted Cat Care. Pet owners are invited to join the page, and are subject to the usual Facebook rules</p>

	regarding privacy and data sharing. By joining this page, you agree to share your data with other people who have opted to join the page. If there are any posts that Admin (Wendy and Nick Collister) consider may run contrary to GDPR in this Privacy Notice, Admin will take the required action to enable compliance.
<b>How we keep your information secure</b>	We store and process your information in accordance with the high standards required under data protection legislation. This includes password protection on the laptop used to enter details to the NarpsUK database and prepare invoices, along with fingerprint recognition used on the mobile phones used to store client and potential client contacts. Paper records for pet sitting clients are kept securely. Group email notifications are sent out by blind copy to protect the email addresses of individual clients.
<b>How long we keep your information</b>	We keep your completed booking forms on file for two years after your last booking, unless you ask us to remove your information before this. We keep your contact details on our phones for two years after your last booking or your enquiry, unless you ask us to remove your details before this. Information required to be kept for HMRC purposes is kept for six years (ie copies of invoices and the booking information).
<b>Your rights</b>	You have a number of rights about your data under the GDPR. These include asking to see what we hold, asking us to update or delete your information, or to restrict the processing of your information.
<b>How to contact us</b>	If you have any queries relating to our use of your personal information please contact us at Oxted Walkies or Oxted Cat Care on 07766 893576 or via our websites at <a href="http://www.oxted-walkies.co.uk">www.oxted-walkies.co.uk</a> or <a href="http://www.oxted-catcare.co.uk">www.oxted-catcare.co.uk</a>