

PRIVACY POLICY

1. GDPR AND UK-GDPR

1.1 Current regulations

Playgroup Dog Activities is fully compliant with GDPR regulations, which currently protects your rights and freedoms to data privacy as a resident of the European Economic Area (EEA). As of January 31st, the Current GDPR regulations will be replaced with a UK alternative and the privacy policy will be amended accordingly.

2. YOUR DETAILS ON THE WEBSITE

2.1 What data we process

Personal details such as email addresses and phone numbers may be processed at your request.

2.2 Why we process your data

Any personal details will only be processed so that I can contact you about your initiated requests or enquiries.

2.3 How we process your data

During enquiry via the 'Live Chat' feature, we may call you or email you at your request and consent only. I will not sell, share or use your personal details in any other way or for any other reason; that includes marketing.

2.4 What data we store

'Live Chat' features the ability to store your email address if you choose to submit the information.

2.5 Why I store your data

Email addresses are stored so that I can reference them when responding to your question or request at a later date if I am not initially available.

2.6 How I store your data

I use an external service or a "data processor" for receiving messages and responding to messages sent through the 'Live Chat' feature on the website. This data processor records your personal details in a contacts list which is deleted when the line of enquiry comes to an end. A consent box is presented to you for agreement before the personal details are stored by the data processor.

2.7 Cookies and tracking

www.playgroupdogactivities.co.uk, and any page within, does not track or analyse any user data with cookies or tracking code. Simple.

3. YOUR DETAILS DURING SERVICE

3.1 What data I process

The personal details that I may process include: name, surname, phone numbers, email addresses and information about your dog/s such as veterinary surgery, microchip number and vaccinations.

3.2 Why I process your data

The details are stored to serve the purpose of carrying out my work, such as calling you when necessary during work hours, sending an invoice or in case of an emergency.

3.3 How I process your data

These details are referenced at anytime on all of my devices. Only I, the proprietor, will process your details and make contact using official methods of communication. I may also provide your personal details to your registered veterinary surgery in case of emergency. They are not used for any other reason and are never sold or shared.

3.4 What data I store

The personal details that I store include: name, surname, phone numbers, email addresses and information about your dog/s such as veterinary surgery, microchip number and vaccinations.

3.5 Why I store your data

I store these details so that I can carry out my contractual obligations in a professional and responsible manner. I will need to contact you or reference your dog's information from time to time during work, and storing these details makes this possible.

3.6 How I store your data

I store your personal details on a cloud based spreadsheet application developed by 'Google', of which only I have access.

4. SECURITY

4.1 Website security

www.playgroupdogactivities.co.uk is SSL secure and all data that passes between the user and the server is encrypted for security.

4.2 Data security

I use very strong passwords to keep all data secure and I make sure they are regularly changed. Personal details are stored behind strong 2FA (Two Factor Authentication) security.

5. YOUR RIGHTS

5.1 Consent

Under GDPR, you must consent to the storage and processing of any data that I receive if it is being used outside of the services that you're actively paying for. Clear consent could be expressed by the ticking of an empty tick-box, or any clear and unambiguous action such as clicking a button that asks for you to "agree". The action of requesting communication with me via email or phone call is also a clear consent for further communication, which requires the processing of the necessary personal details.

5.2 Data changes

You have the right, at any time, to request your personal details for review, to change the details or have them deleted entirely. This can be requested using mail@playgroupdogactivities.co.uk.

5.3 Data retention

Your personal details, according to GDPR regulations, must be deleted in full when they are no longer needed. As I have no use for them after you stop receiving my services, your personal details are deleted in full at the same time. These are not recoverable. The same applies to visitors to the website with enquiries, in which personal details are deleted when the line of enquiry ends.

6. MY RIGHTS

6.1 Law enforcement

I may be asked to disclose collected data to law enforcement or public authorities. In this scenario and under GDPR, it would be my legal duty to comply with these requests.

6.2 Contractual obligation

While paying for my services, I have the right to process your personal details for the purpose of providing those services under the legal basis of 'contractual obligation'. This legal basis does not require your consent to be lawful.

6.3 Retention of data

I have the right to store the your data for however long it's needed, but I will not store it for any longer than necessary. Data is therefore deleted when the service with you comes to an end, or when your line of enquiry is concluded.

6.4 Terminating service

If you request the deletion of data but I require it to satisfy contractual obligation, I will comply in line with your rights. however, ongoing services will have to be terminated as a result.

7. PRIVACY POLICY

7.1 Date of last edit

14th Jan 2020

7.2 Updates to the policy

Updates to this policy will be shared by email, messaging and social media channels to all of my clients. All visitors to the website will be shown this policy in full when data storage or processing occurs. It will be visible on all pages via a link in the footer and it will be available in the main body of www.playgroupdogactivities.co.uk/frequently-asked-questions.html.