



Privacy Policy for 2 Left Paws

This **Privacy Policy** sets out how 2 Left Paws complies with the UK data protection law's including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. This policy sets out how we use and protect any personal information that you provide in respect of using the services of 2 Left Paws. We are committed to ensuring that your privacy is protected and the information which you provide will only be used in accordance with this **Privacy Policy**. This policy may change from time to time so please ensure that you have read the policy on our website <https://www.2leftpaws.com/> when booking. This policy is effective from May 2018.

If you have any queries about this **Privacy Policy** or our treatment of your personal information then please email us at: kayla@2leftpaws.com.

1. What personal information do we collect?

We collect, store and use the following kinds of personal information in respect of booking a service at 2 Left Paws:

- Name of person making the booking.
- Contact information (phone, address, email) of person making the booking.
- Confirmation that the Terms and Conditions have been read.
- Signed Contract, which includes clients consent for us to contact them regarding the booking.
- Payment method and details.

2. How we collect the personal information

We collect the personal information in respect of booking services at 2 Left Paws from either:

- The Booking Form which is completed at our shop.
- Phone call.
- Message received via our Facebook page <https://www.facebook.com/2leftpawz/>.
- Email completed Contact form which is transmitted from our website <https://www.2leftpaws.com/> via a secure email (TLS).

3. Why we require this personal information

The personal information is necessary to enable us to process your booking for using 2 Left Paws services and to ensure that the Terms and Conditions for service use are not infringed. If the personal information is missing or incomplete then this could affect our ability to undertake your booking.

Under the Data Protection Act (and its subsequent **General Data Protection Regulation**) our Lawful Basis for capturing and processing this data is Contract and Consent as we require this information to:

- Enable us to answer any questions that you have regarding our services.
- Enable us to process the service booking, take payment and fulfill the contractual obligations of such a booking as set out in our Terms and Conditions.

4. How we store and process this personal information

We are committed to ensuring that your privacy is protected and that the information we ask you to provide will be managed securely and will only be used in accordance with this **Privacy Policy**. In processing the personal information we use a variety of systems which include:

- A password protected computer diary system
- Email server
- Locked cabinet which holds all paper copies of the Contract
- Bank transaction



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We use the [Savvy Pet Spa](#) (Crowthorne) and [123Pet](#) (Windsor) systems to manage all bookings and load client personal information into it to enable us to manage the booking. We gain explicit consent from clients to the use of these systems at time of booking.

We hold personal information for the minimum amount of time to allow us to manage your booking. Typically we hold personal information for 1 month after payment for the service has been made although paper copies of the Contract are retained whilst the client continues to use 2 Left Paws services. Clients who haven't used us for over a year have their Contracts shredded, and deleted from the computer system.

When personal information is no longer required to be stored we physically delete it, including clearing out electronic 'trash' folders and we shred any paper based information we have received from you such as the Contract.

5. Controlling your personal information

If you believe that any information we are holding on you is incorrect or incomplete, please provide us with your name and email address, and the information which is incorrect, and either:

- Write to us at the following address and request to 'Personal Information update'
2 Left Paws
174 Duke's Ride
Crowthorne, RG45 6DS
- Email us at kayla@2leftpaws.com with the words 'Personal Information update' in the email subject.
- Let us know when next you visit us.

Please contact us as soon as possible and we will promptly correct any information found to be incorrect.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We will release personal information in case of an emergency to a vet or in the case of suspected neglect to the appropriate authority.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and subsequent **General Data Protection Regulation** (Subject Access Request) or indeed request that we delete your information. To do this please provide us with your name and email address and:

- Write to us at the following address, requesting to either receive 'Provision of personal information' or 'Delete personal information' and provide your name, address and email address:
2 Left Paws
174 Duke's Ride
Crowthorne, RG45 6DS
- Enclose a cheque for £10 payable to 2 Left Paws Ltd.
- Include appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address). This information is solely used to help verify that we are dealing with the person to whom the information relates.

We will provide such information to you, or provide confirmation that such information has been deleted, by post.

6. How you can make a complaint

If you believe there has been a data breach please contact the Data Controller (Michaela Harrison) immediately so we can investigate if however you think we are not processing your personal data appropriately then you can register a formal complaint by contacting the Information Commissioners Office at <https://ico.org.uk/for-organisations/report-a-breach/>.



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7. How we use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We do not use cookies.

8. Links to other websites

Our website may contain links to other websites of interest. We do not pass any personal data to such websites and once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this [Privacy Policy](#). You should exercise caution and look at the privacy statement applicable to the website in question.

9. Data controller and questions about this Privacy Policy

The Data Controller responsible in respect of this [Privacy Policy](#) is Michaela Harrison and she can be contacted by either:

- Write to us at the following address and provide your name, address, phone number and email address:
2 Left Paws
174 Duke's Ride
Crowthorne, RG45 6DS
- 01344 566055

Please contact Michaela with any feedback you have on this [Privacy Policy](#) so that we can make it as simple and easy to understand as possible,