**Privacy Policy – Mid Suffolk Dog Handlers & Stowmarket Dog Groomers**

**How do we collect information about you?**

We obtain information about you when:

• you engage with us for professional services,

• you request a quote from us in respect of our services,

• you contact us by email, telephone, post or social media (for example when you

have a query about our services), or

• you provide us with your personal details upon applying for a role within the firm,

when you contact us via our website, sign up to receive our mailings or to attend one

of our events.

**What type of information do we collect about you?**

The information collected may relate to your personal circumstances, for us to provide the service that we have been engaged to undertake. For example, we may record your name, address, telephone number, email address, date of birth, Dogs personal details, an emergency contact and debit / credit card information.

For job applications, this information may include your personal contact details, date of

birth, education and skills, previous employment details, interests, ethnic origin, medical

conditions, marital status, and CV.

If you have actively consented to receive electronic marketing material, we will hold details

of your name and contact information. You can unsubscribe at any point by emailing

info@midsuffolkdoghandlers.co.uk.

If you attend an event or visit our offices, we may hold images captured by photographers

or CCTV cameras.

**Why do we need to collect and use your personal data?**

Our primary lawful basis for processing personal data is for the performance of our

contracts with our clients and staff.

The information that we collect is essential for us to be able to carry out the agreed contract

effectively. Without collecting personal data we would be unable to fulfil our legal and

regulatory obligations.

We will also use this data to notify clients of any news that we feel is relevant to our duty of

care (for example, updates relating to changes in legislation or industry specific

information). Where possible, we will communicate these updates electronically.

For marketing purposes, we will only contact you electronically if you have given us consent

to do so. You are entitled to unsubscribe at any point and request to be removed from our

marketing database.

**How will we use the information about you?**

In general terms, and depending on which services we are engaged to deliver, as part of

providing our agreed services we may use your information to:

For our business services:

• contact you by post, email, video call or telephone

• understand your needs and how they may be met

• maintain our records in accordance with applicable legal, regulatory and corporate

governance obligations and good practice, ensuring our business policies are

adhered to

• process financial transactions (debit / credit card information)

• prevent and detect crime, fraud or corruption

• complete our agreed services along with assisting in the gathering of information as part of

investigations by regulatory bodies or in connection with legal proceedings or requests.

• for operational reasons, such as recording transactions, training and quality control,

ensure the confidentiality of commercially sensitive information

• investigate complaints

• market our business

• improve our services

**For our applicants and staff:**

• consider you for a position within the firm

• maintain our records in accordance with applicable legal, regulatory

and good practice, ensuring our business policies are adhered to

• report regulatory statistics such as diversity and gender pay gap information

• where necessary, security vetting (such as DBS / CRB checks)

**Who might we share your information with?**

If you are our client, in order to deliver our services to you effectively we may send your

details to third parties such as those that we engage for legal services.

Where third parties are involved in processing your data, we disclose only the personal

information that is necessary.

Where it is necessary for your personal data to be forwarded to a third party we will use

appropriate security measures to protect your personal data in transit.

We will not share your information for marketing purposes with other companies.

Any staff with access to your information have a duty of confidentiality under the ethical

standards that this firm is required to follow.

If you are a member of staff, if there is a need to complete security vetting checks (such as

DBS / CRB checks) in relation to work, we may need to pass your information on to the

relevant third party for review. This is the only occasion when a third party processor is used

in relation to staff personal data.

Transfer of your data to other countries

In the course of carrying out our engaged services, we may transfer your data to other

countries, which may not have the same legal protections for your data as the UK.

Where data is being transferred outside of the European Economic Area, we take steps to

ensure that your data is adequately protected in accordance with UK legal requirements.

Where we are in a contractual relationship with the recipient, such protection will normally

consist at minimum of appropriate contractual protections agreed between us and the

recipient.

**How long do we keep hold of your information?**

In principle, your personal data should not be held for longer than is required under the

terms of our contract for services with you. However, we are subject to regulatory

requirements to retain data for specified minimum periods. We also reserve the right to

retain data for longer than this where we consider it is in your interest for us to do so.

With regards to client data, we will retain your personal data for a minimum of 7 years.

For marketing purposes, where you have consented to hear from us, if we haven’t made

contact within 2 years, we will remove you from our database (unless you have already

asked to be removed).

For human resources purposes, where you have applied for a position within the firm, we

will retain your application for a minimum of 6 months from the closure of the vacancy

unless you were successful (in which case, this record will then move to your staff file). For

staff, we will retain your personal data for a minimum of 6 years after your employment

ceases.

Security precautions in place to protect the loss, misuse or alteration of your information

Whilst we strive to protect your personal information, we cannot guarantee the security of

any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best efforts to ensure its security on our

systems.

Your data will be processed in our offices in the UK and stored within Wix US -Data

centres. We take the security of your data seriously and so all our systems have appropriate

security in place that complies with all applicable legislative and regulatory requirements.

Your rights

Access to your information

You have the right to request a copy of the information that we hold about you. If you

would like a copy of some or all of your personal information, please contact us using the

details noted below in the “Contact information” section.

When your personal data is processed electronically, you have the right to ask us to move

your personal data to another organisation.

Correcting your information

We want to make sure that your personal information is accurate, complete and up-to-date

and you may ask us to correct any personal information about you that you believe does not

meet these standards.

Deletion of your information

You have the right to request deletion of your personal data. We will comply with this

request, subject to the restrictions of our regulatory obligations and legitimate interests as

noted above.

Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information.

The right might apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Objecting to how we may use your information

Where we use your personal information to perform tasks carried out in the public interest

then, if you object to this use and ask us to, we will stop using that personal information

unless there are overriding legitimate grounds to continue.

Please contact us if you wish to exercise any of these rights.

Changes to our privacy policy

We keep this privacy policy under regular review and will place any updates on our website.

Paper copies of the privacy policy may also be obtained from each of our offices on request.

This privacy policy was last reviewed on 12 September 2020.

Contact information

If you have any questions about our privacy policy or the information we hold about you

please use the following contact details:

Data Privacy Officer: Lorraine Baker Email address: info@midsuffolkdoghandlers.co.uk

Post:

Lorraine Baker

32 Chilton Avenue

Stowmarket

Suffolk

IP14 1LB

Telephone number: 01449 257453

Complaints

We seek to resolve directly all complaints about how we handle your personal information

but you also have the right to lodge a complaint with the Information Commissioner’s Office

at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113

Website: https://ico.org.uk/concerns