



*King of Hounds*

*Dog Walking*

*Home Boarding*

*Day Care*

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Privacy Policy

Effective from 25<sup>th</sup> May 2018

**Consent**

In specific situations, we can collect and process your data with your consent.

When collecting your personal data, we will always make it clear which data is necessary in connection with a particular service we offer

**Contractual obligations**

In certain circumstances, we will need your personal data to comply with our contractual obligations to provide our service.

**Legal compliance**

If the law requires us to, we may need to collect and process your data.

**Legitimate interest**

In specific situations, we will require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

**Your right to withdraw consent**

Where ever you have given us your consent to use your personal data, you do have the right to change your mind at any time and withdraw that consent however we will still be required to hold your information under contractual obligations if you have used our services and we have invoiced you, this information will be held for five years following the relevant tax year.

**What sort of personal data do we collect?**

- 1) If you request a quotation for our services we will process contact information and details of the service to be provided
- 2) If you request a service from King of Hounds we will require only information and personal data, detailed on our registration form relevant to providing the requested service.
- 3) Your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

*King of Hounds, Sudbury Bungalow, Sudbury Road, Downham, Essex, CM11 1LB*

*H: 01268 710286 M: 07764428020*

*www.kingofhounds.co.uk*



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**How your data is stored?**

Data security matters to us and all our clients, we will treat your data with the utmost care and take all appropriate steps to protect it.

Access to your personal data is password protected when held in cloud-based software or secured in a locked cabinet.

We do not save or store any information online in a database via our website.

The systems used for processing and storing your data are password protected and encrypted (please see their own privacy statements by using the links below).

Any keys used to access properties are labelled in a coded manner without any personal information.

**How long will we keep your personal data?**

When we collect or process your personal data, we will only keep it for as long as is necessary for the purpose for which it was collected.

On termination of services all hard copies will be destroyed and electronic copies will be deleted after 12 months, financial records of payments made will continue to be held for HMRC purposes but account details will not be retained.

**Service requests**

When you register with us, we will keep the personal data you give us for five years after the relevant tax year so we can comply with our legal and contractual obligations.

**online software Privacy Statements**

Privacy Policy for Microsoft: <https://www.microsoft.com/en-us/trustcenter/privacy/>

Privacy Policy for Google: <https://policies.google.com/privacy>

Privacy Policy for Website Provider: <https://www.fasthosts.co.uk/terms/privacy-policy>

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