



## **Mick's Mutts Dog Walking Services Data Protection / Privacy Policy**

Mick's Mutts Dog Walking Services takes the privacy of clients very seriously and will never share or disclose any of your details to third parties, with the exception of your nominated vet. You may have access to any of your data at any given time.

Our Privacy Policy is required as a part of the General Data Protection Regulation (GDPR), it is necessary for me to inform you of the information I keep about you and your dog, how I use it, and how it is stored.

I store the following information about you and your dog on their consent forms, which will be locked away securely each night or if sent digitally will be secured by password on my computer.

- Your name, address, email address, and emergency contacts, all of which you will have provided in your consent forms.
- Your dog's age, breed, colour, gender, neuter status, microchip number and insurance details.
- Special dietary needs
- If your dog has likes/dislikes during their walks
- If your dog has been nervous, excited, or aggressive during their walks
- Any medical issues that you have provided
- The amount you spend on walks with Mick's Mutts Dog Walking Services

I will only use your personal information in the following ways:

- to respond to any inquiries made by yourself to me
- to send appointment reminders via email and text message
- to send any special vouchers or promotions
- for market research purposes
- for record-keeping purposes
- to deal with inquiries and complaints
- to contact you about your appointment, dog collection or drop off, cancellations, rescheduling, or emergencies
- To ask you for a review

It is an explicit requirement that I have as a minimum of your name, address, and phone number so that I can send walk updates reminders/changes or if I urgently need to contact you when your dog is in my care. **Unfortunately, I CAN NOT accept a dog for walking without valid, up-to-date contact details.**

Your name and contact number will also be stored on my mobile phone to enable me to contact you in cases of emergencies, walk updates, and appointment reminders. No



other details are held on my mobile phone. Your information will not be available to anyone other than me and will be protected by a passcode only I have access to.

You may ask to view your details at any time.

If you would like your information destroyed, please let me know and I will do so at your request.

Any non-returning customer details will be destroyed within 1 year of non-attendance of walks

I like to take pictures of the dogs having fun on their walks to share on my social media platforms, I will only share if you have agreed for me to do so in the consent forms. All photos taken are copyright of **Mick's Mutts Dog Walking Services**.