



## Policies

Updated 2020 – Private Policy

Sarah Worth/My Complex Canine treats the privacy of their clients (hereinafter referred to as the 'data subject') very seriously and takes appropriate security measures to safeguard privacy and protect and manage any personal data provided by data subjects.

**How we obtain your personal data:** You provide us with personal data from a questionnaire/consultation either online, written, email or the telephone. This includes name, address, email address, and telephone numbers. It also includes details of your dog, including details of its age, gender, breed and training issues. Further personal data may be obtained before, during and after the consultation procedure.

**How we use your personal data:** Data subjects' personal data will be used specifically to analyse and evaluate an individualised training programme best suited to the needs of the data subject's dog, consistent with a duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR)\* We will also take reasonable security measures to protect your personal data in storage. \*The Information Commissioner's Office (ICO) [ico.org.uk](https://ico.org.uk) may be contacted with any GDPR queries.

**We do:** respect your privacy and work hard to meet strict regulatory requirements.

**We do not:** sell your personal data to any 3rd party.

The General Data Protection Regulation - GDPR (May 2018) recognises there is a need to protect and to give the user greater control over personal data. The rights of the individual include:

**Right to be informed:** Why information is needed and how it will be used

**Right of subject access:** You can request the personal data held

**Right to rectification:** You can have any incomplete personal data completed, but please note that if any individual is factually wrong then changing records of personal data will be falsification

**Right to erasure:** You shall have the right to obtain from the Canine Practitioner erasure of personal data if you have withdrawn from further provision of service from the practitioner

**Right to restrict processing:** You can obtain your retained data from the Canine Practitioner in the following circumstances:

- The accuracy of the personal data is contested by you and will be restricted until the accuracy of the data has been verified
- The Canine Practitioner no longer needs the personal data for the purposes of provision of services, but it is required by you for legal claims

**Right to data portability:** You will be able to receive your personal data in a commonly used format and have the right to transmit this data to another

**Right to object:** Sarah Worth/ My Complex Canine should not have cause to process personal data

**Rights in relation to automated decision making:** Sarah Worth/ My Complex Canine does not carry out automated processing

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