

Privacy Policy



January 2019

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Orchard Cattery is committed to protecting and respecting your private and personal details. Any information we collect will only be used by the staff of Orchard Cattery and for the purpose it is intended for.

In order to comply with the **General Data Protection Regulation (GDPR)**, we do update this policy from time to time so please do review this policy regularly.

What information do we collect?

To ensure we are compliant and line with the "**The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018**", it is important that we collect certain personal information from you when we register you as a client.

Your name, address, phone numbers and email address along with details of an emergency contact (for whom you are responsible for obtaining permission from in order to supply us with their name and a means of contacting them) are all essential for the smooth running of Orchard Cattery.

We also collect information about your cat with the details of your own veterinary practice to ensure we can provide the best care should any issues arise whilst your cat is boarding with us.

What do we use this information for?

The information supplied by you may be used in the following ways:

1. To register you on to our 'booking system', which we use to keep records of your pets boarding history with us. To track day to day information as is necessary for the running of the cattery.
2. To contact you, your emergency contact or your own veterinary practice should any issue arise whilst your cat is boarding with us.
3. From time to time we may contact you via our social media messenger service on Facebook, or email you direct but this will only be in relation to a booking.

We do not send out marketing information about our services, products and offers.

How do we keep your information safe?

We hold customers information in two ways:

Hard Copy: Our Customer Record and Consent Form is a paper form that we require all customers to fill out.

We also keep copies of invoices and receipts for accounting purposes with us. These paper documents are stored and locked in our office offsite

Digitally: We do not keep these records digitally on any hard disks or computers or a cloud based system.

www.orchardboardingcattery.co.uk

Knightcote Road, Bishops Itchington, Warwickshire, CV47 2SL

Proprietor Beverley Mann Tel:- 01926 614006

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How long do we keep this information for and how do we dispose of it?

The information you give us will be kept as long as you remain a customer of Orchard Cattery and should you cease to use our services it will be deleted from our customer database within two years of your pets last stay and any paper copies (excluding invoices and receipts) will be shredded.

Customers do also have a 'right to be forgotten' and may request that their personal data be erased from our records at any time.

Sharing your information

We will not share or sell your information to any third party for the purposes of marketing.

Information will only be shared where there may be an appropriate legal reason to do so or should your pet require medical attention by a vet and only information relevant to that situation will be shared.

Our Website

Our website www.orchardboardingcattery.co.uk does not use cookies to track or collect personal information from you.

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