

# Privacy Notice

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, our members, Board, Committee members and administration assistants of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

**This notice applies to Mrs Kelly Walmsley of Kernow Paws Rehabilitation Centre, Miss Gemma Whiston – Freelance Hydrotherapist, and you, the Client.**

## A) DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for transferring of personal data

## A) TYPES OF DATA HELD

**We keep several categories of personal data on our clients in order to carry out effective and efficient processes. We keep this data in a client centre file and we also hold the data within our computer systems. This data includes: Personal details such as name, address, phone numbers, email address. Pictures or videos of the patient (and sometimes the client) for advertising purposes on the website and facebook page. Verbal consent will also be requested at the time.**

## B) COLLECTING YOUR DATA

You provide several pieces of data to us directly during the Introduction to Hydrotherapy Session process and subsequently upon the start of your relationship with Kernow Paws. Personal data is kept in files or within the Mrs Walmsley and Miss Whiston's IT systems.

## C) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only. In the main, we process your data in order to comply with a legal requirement or in order to effectively manage the contract we have with you. This data is primarily shared between the centre proprietor, Kelly Walmsley, and Gemma Whiston who works as a freelance hydrotherapist. Data shared externally will only include your insurance provider, veterinarians, chiropractors, physiotherapists, massage practitioners etc. This will ensure correct identification of the patient and correct invoicing and reporting.

## D) PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

## E) RETENTION PERIODS

We only keep your data for as long as we need it for. Some data retention periods are set by the law. When the animal has had a course of treatments all data will be kept for a period of 7 years and then disposed of safely. If we receive a consent form but the animal does not attend the document will be destroyed after 3 months.

## F) CONSENT

**By signing this agreement you have provided consent to our use of your data (for office use only) and photographs, videos on our website or facebook page. You have the right to withdraw that consent at any time. This means that we will stop processing your data.**

## G) MAKING A COMPLAINT

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

Signed:  
(By the Client)

Printed:

Date:

**Copy supplied on request.**