

**MUTTLINS BOARDING KENNELS**  
**PROSPECT FARM, FERRY LANE, THEARNE HU17 0SD**

## PRIVACY POLICY

### BACKGROUND

Muttlin Boarding Kennels understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and we will only collect and use personal data in ways that are described here and in our [Terms and Conditions](#), and in a way that is consistent with our obligations and your rights under the law.

This policy, together with our [Terms and Conditions](#) or other agreement between you and us sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

### 1. INFORMATION ABOUT US

- Rachel Donkin trading as Muttlin Boarding Kennels.
- Sole trader providing dog boarding kennel services.
- Registered address: Prospect Farm, Ferry Lane, Thearne, East Yorkshire, HU17 0SD.
- Data Protection Officer: Rachel Donkin.
- Email address: rachel06@mail.com
- Telephone number: +44 (0) 7834 352275

### 2. WHAT DOES THIS NOTICE COVER?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### 3. WHAT IS PERSONAL DATA?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Section 5, below.

#### 4. WHAT ARE YOUR RIGHTS?

Under the GDPR, if you are a resident in the EEA, you have the following rights, which we will always work to uphold:

- a. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Section 11.
- b. The right to access the personal data we hold about you. Section 10 will tell you how to do this.
- c. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Section 11 to find out more.
- d. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Section 11 to find out more.
- e. The right to restrict (i.e. prevent) the processing of your personal data.
- f. The right to object to us using your personal data for a particular purpose or purposes.
- g. The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.
- h. Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Section 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office

#### 5. WHAT PERSONAL DATA DO WE COLLECT?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Address;
- Email address;
- Telephone number(s);
- Pets name(s);
- Pets vaccination details;
- Veterinary surgeon details;

- Work address and contact details.

## 6. HOW DO WE USE YOUR PERSONAL DATA?

Under the GDPR, we must always have a lawful basis for using your personal data. This may be because the data is necessary for us to fulfil a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for the following purposes:

- To communicating with you. This may include responding to emails or calls from you in relation to your booking or in an emergency (Legal basis: contractual and legitimate interests);
- For invoicing and payments (Legal basis: contractual and legitimate interests);

We will not use your personal detail for marketing purposes.

We will not send you any unlawful marketing or spam. We will not pass your details to other third parties other than a veterinary surgeon and only then in the event that your dog falls ill whilst in our care. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

## 7. HOW LONG WILL WE KEEP YOUR PERSONAL DATA?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- We will use and store your personal data for as long as it is necessary to provide our service to you and for the purpose of satisfying any legal, accounting or reporting requirements;
- If you are not a customer and we have your personal data for the purpose of communicating with you, we will use it and store it for a period of up to 24 months;

## 8. HOW AND WHERE DO WE STORE OR TRANSFER MY PERSONAL DATA?

The personal data we store about you may be held in various formats and systems:

- On paper - Stored at my registered address in the UK;
- In electronic format – Held in the form of commonly used computer file formats such as Microsoft Excel or Microsoft Word;
- In email communications between us and yourself;
- In electronic contact lists – Held in the address book of devices used for the operation of our business (e.g. mobile phone contact list or computer address book);
- In third party applications:

- We use a third party online application for the purpose of accounting and invoicing for our work.

## 9. DO I SHARE YOUR PERSONAL DATA?

If any of your personal data is required by a third party for the purpose of fulfilling my contact with you, in the course of operating our business, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

## 10. HOW CAN YOU ACCESS YOUR PERSONAL DATA?

If you want to know what personal data we hold about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "Subject Access Request".

All Subject Access Requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a Subject Access Request. However, if your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your Subject Access Request within 21 days and, in any case, not more than one month of receiving it.

## 11. HOW DO YOU CONTACT US?

To contact us about anything to do with your personal data and data protection, including to make a Subject Access Request, please use the following details (for the attention of the Data Protection Officer):

Email address: [rachel06@mail.com](mailto:rachel06@mail.com)

Telephone number: +44 (0) 7834 352275

Postal Address: Prospect Farm, Ferry Lane, Thearne, East Yorkshire, HU17 0SD

## 12. CHANGES TO THIS PRIVACY NOTICE

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available here and where applicable we might also notify you via email and/or via our website.