

## DATA PRIVACY NOTICE

**The Dog Pool Canine** Hydrotherapy and Fitness Centre is committed to protecting your personal information. In this notice, references to, we or us means **The Dog Pool Canine** Hydrotherapy and Fitness Centre This notice explains how we collect and use the personal data about you.

### What is Personal Data

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation

### Who We Are

**The Dog Pool Canine** Hydrotherapy and Fitness Centre is a rehabilitation Centre for dogs providing hydrotherapy and physiotherapy. We are also distributors of raw dog food and pet accessories and a Dog Training Centre.

### Information We Gather

As a customer you will give us information. This information may include your name, postal address, email address, phone number and details of your dog including full medical history. We also gather CCTV recordings of our car park and Centre.

### How We Use Your Information

We rely on legitimate interest basis to use your personal information which includes explicit consent. We may use your information for a number of purposes including the following:

- Compliance with legal, regulatory and corporate governance obligations and good practice
- Feedback information to your vet and or professional body.
- To provide you with information about our work or our activities that you have agreed to receive
- Ensure we know how you prefer to be contacted
- Keep a record of your relationship with us.

We will use the information you give us to perform services you have requested such as Canine Hydrotherapy/ Physiotherapy

### Information Sharing and Disclosure

We may share your information with certain third parties, for example your vet and/or your pet insurers and other professionals treating your pet.

### Keeping Your Records

We will keep your personal data for as long as it is necessary to maintain records and provide you with one or more of our services. In accordance with current legal requirements we retain data for a period of seven years.

### How We Store Your Information

We store your information on paper records, online systems and in exchange of emails.

### Your Rights

You have the right to have any inaccuracies corrected, amended or deleted. If you request certain information that you have provided to be deleted this may prevent us from maintaining adequate records in order to provide a service to you or keep you informed of our activities.

You also have the right to request details of personal information we hold and in which case you must contact us.

