



Valley Farm Cattery Privacy Policy

Privacy Policy

General Data Protection Regulations 2018 (GDPR)

The General Data Protection Regulations 2018 controls how organisations and businesses use your personal information.

The collection, storage and use of personal data and special category data is covered by GDPR. This covers data held electronically or where files are stored in a company's filing system.

Valley Farm Cattery is committed to keeping your data safe and secure and handling it professionally within the guidelines of the Data Regulations. This policy explains how we collect information about you, how we use the information, the security measures we have in place and things we will not do.

Information Collected

- At Valley Farm we will only obtain your personal information such as your name, Cat(s) name, your address, your telephone number, required dates, vet details, emergency contact numbers, your email address and any other relevant information to enable us to provide a boarding service for your cat.
- We will only collect personal information that is relevant to use to provide a cat boarding service.
- The data collected will be accurate and kept up to date and the personal information provided will be reviewed on each visit.
- Personal information will be kept for 3 years. After 3 years all personal information will be securely destroyed.

We are required by local authority licensing rules under the Animal Welfare (England) Regulations 2018 to keep a register of pets, their owners and all relevant data pertaining to a stay in our Cattery.



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Security

- The license holder at Valley Farm Cattery will have access to personal information provided. All personal information will be kept in a locked filling cabinet inside the license holders' home which is always locked when not occupied. In emergencies one other member (my Husband) will also be able to access customer's information.
- At Valley Farm Cattery we will not keep any personal information on our customers on electronic files.
- Customers will have the right to view all personal information Valley Farm Cattery has on them.
- The Laptop used for the Cattery has a password for access.

How the information about you is used

Personal information supplied on the Registration Form are stored and used for:-

- Complying with our obligations under our contract with you.
- To confirm or advise on any changes with your booking.
- To email or telephone with information of our Cattery.
- Nominated Veterinary services.
- Local licensing Authority.
- Company Accountant

The information collected on the Valley Farm Cattery Registration form will be destroyed securely after 3 years.

Access to your information

Under the provision of GDPR, you have the right to make reasonable requests in writing to see or amend your personal information and for your personal data to be erased or to no longer be processed.



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- If you believe there is an inaccuracy in the records you can request that they are amended.
- The right to object to the processing of personal data.

What we will not do with your personal information

- We will not use your information for marketing purposes.
- Pass on your data to anyone else.

Disclosure

Your personal details will not be disclosed to third parties. In some circumstances however we may need to disclose your personal details for the following reasons: -

- If required to do so by law.
- In connection with any legal proceedings.
- In order to establish, exercise or defend our legal rights.
- Veterinary services.

Liability Limitations

Valley Farm Cattery is not responsible for: -

- Technical failures lost or unavailable network connection or delayed computer transmissions.
- Any damages or injury that may result from the use of material on our site.

Your Rights

You have the right to object to us holding your data but we are unable to offer a boarding service for your cats without it.

How to make a complaint

To exercise all relevant rights, queries or complaints please do so in writing to The License Holder, Valley Farm Cattery, Westport, Langport, Somerset, TA10 0BH.