



Happy Tails Dog Training & Pet First Aid Privacy Policy

Our contact details

Name: Henrietta Carew

Phone Number: 07974 817947

E-mail: happytailsdtc@outlook.com

The type of personal information we collect

We currently collect and process the following information:

- Name
- Address
- Email address
- Phone contact

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- To contact you in the event of a cancelled or postponed session.
- To notify you of services & training courses.
- To complete certificates when courses/tests have been achieved.

Your data will not be shared with any third party except for the purpose of obtaining certification for courses such as The Kennel Club and Pro Trainings Ltd.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting Henrietta Carew, happytailsdtc@outlook.com

How we store your personal information

Your information is securely stored.



We keep Application forms for two years after your last session. We will then dispose your information by shredding.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at happytailsdtc@outlook.com, 07974 817947 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at happytailsdtc@outlook.com 07974 817947

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

