



## Data Protection Policy

*Policy Prepared by Rebecca Coad*

*Policy became operational on: Sept 2018*

### Introduction

Walkies & Pet2Vet needs to gather and use certain information about their customers. This policy describes how this personal data must be collected, handled and stored to comply with the law.

This policy ensures that Walkies & Pet2Vet:

Complies with data protection law and follow good practice

Protects the rights of customers

Is open about how it stores and processes individuals' data

Protects itself from the risks of data breach.

### Data Protection Law

The Data Protection Act 2018 describes how Walkies & Pet2Vet must collect, handle and store personal information. These rules apply whether data is stored electronically, on paper or other material.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

PERSONAL DATA MUST:

Be processed fairly and lawfully

Be obtained only for specific, lawful purposes

Be adequate, relevant and not excessive

Be accurate and kept up to date

Not be held for longer than necessary

Processed in accordance with the rights of data subjects

Be protected in appropriate ways

Not be transferred outside the EEA, unless that country or territory also ensures adequate level of protection.

## **Policy Scope**

It applies to all data that Walkies & Pet2Vet holds relating to individuals.

This includes:

- Names of individuals
- Postal addresses
- E-mail addresses
- Telephone numbers
- Any other information relating to individuals.

## **Responsibilities**

Walkies & Pet2Vet is responsible for ensuring that data is collected, stored and handled appropriately to meet its legal obligations.

It does this by:

- Reviewing the Data Protection Policy annually
- Ensuring all systems used for storing data meet acceptable security standards.
- Not sharing information informally
- Regularly review and update the data held and if no longer required it is deleted and disposed of in an appropriate manner.

## **Data Storage**

When data is stored on paper it is kept in a place unauthorised people cannot see it.  
All data is kept securely until necessary . It is shredded for confidentiality on completion of work.

## **Data Accuracy**

The law requires Walkies & Pet2Vet to take reasonable steps to ensure data is kept accurate and up to date.  
Walkies & Pet2Vet will take every opportunity to ensure data is kept up to date by confirming details when they see customers. Data will be updated as soon as inaccuracies are discovered.

All individuals who are subject of personal data held by Walkies & Pet2Vet are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it
- Be informed how it is kept up to date

## **Disclosing Data for Other Reasons**

In certain circumstances the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.