

This document is for the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws regarding data used by Steadfast Dogs (Steadfast Animal Solutions) of The Old Mill, Arscott Hall Farm, Arscott, Pontesbury, Shropshire, SY5 0XP. This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a client of our business.

## How we collect and store your information

We may collect your personal data in a few limited ways, namely:

- Directly from you when you fill in the Steadfast Dogs Contact Form prior to us being in sole charge of your dog(s).
- When you make enquiries via our website Contact Form, or when you interact with us via Email, Facebook, Facebook Messenger, WhatsApp or Text Message.
- In various other ways, for example, when you visit for a Meeting, Telephone or visit the property for Dog Drop Offs and Collections.
- From someone else who has enquired on your behalf, for example a family member who has provided us with your contact details for that purpose.

The information we collect from the Contact Form includes any relevant details regarding your dog along with your contact and communication information including email address(es), telephone numbers and postal address(es), designated Emergency Contacts and your dog(s) Veterinary provider.

Additional information which may be recorded would be care and dietary requirements or medical information for your dog(s) as well as bookings, payment methods and diary entries.

Storing your details is in the form of the paper Contact Form that you complete. These contact details plus your how you heard about us are entered into a Client List spreadsheet. Bookings, payment method and payment date are entered into a Booking spreadsheet for each financial year which is submitted to our Accountant for our Tax Return. The only Contact information on the Booking spreadsheet is a reference to your name.

## Data storage

Client List and Booking Excel spreadsheets plus any photos taken of your dog(s) are stored on a Microsoft 10 platform which are synchronised onto a OneDrive Cloud and also backed up onto a BT Cloud.

Contact details are also entered into iPhone Contacts along with a photo of your dog(s) and booking details are entered into iPhone Calendar software and all are synchronised with iCloud backup.

All devices which access this information are password or PIN protected.

## Marketing

For Marketing purposes we may publish photos of your dog(s) along with their name and some details. This information will only appear on our website [www.steadfastanimalsolutions.com](http://www.steadfastanimalsolutions.com) [www.steadfastdogs.co.uk](http://www.steadfastdogs.co.uk) and/or Business Facebook Page [www.facebook.com/steadfastdogs](http://www.facebook.com/steadfastdogs).

We will always do our best not name your dog(s) in this Marketing material when we know that you are away from your normal residential address.

## Financial Information

We do not hold any Banking information and if you pay by Bank Transfer this will only appear on our Business Bank Account held with Lloyds Bank.

Records of transactions, such as payment date and method of payment are stored on our booking spreadsheet.

## Sharing your information with others

We will not sell or share your personal data to any other organisation to use. We will never transfer any of your, or your dog(s) details, onto another party even upon your request. Only people representing Steadfast Dogs will have access to your contact form.

## Record keeping

We keep your personal data only for as long as necessary for each purpose we use it. For most client data, this means we retain it for so long as you are a client and for a period of six years after your last interaction with us (for accounting, tax reporting and record keeping purposes).

## Your control of your data

You are in control of how we communicate with you and your data. You can update your choices and/or your contact details or request removal of any information or published photos by contacting us at:

Telephone: 01743 860533 or 07850 924786

Email: [helen@steadfastanimalsolutions.com](mailto:helen@steadfastanimalsolutions.com)

Post: The Old Mill, Arscott Hall Farm, Arscott, Pontesbury, Shropshire, SY5 0XP