

## Privacy policy

Contact Name: Denise Whitehouse

Company name: Roundhill boarding kennels limited

Roundhill Farm, Ogley hay road, Brownhills, Walsall, Staffordshire, WS8 7PS

Email: [roundhillkennels@hotmail.com](mailto:roundhillkennels@hotmail.com)

Phone: 07593642629

This privacy policy sets out how Roundhill Kennels uses and protects any information that you give Roundhill Boarding Kennels when you use this website.

Terminology of personal data is information that can identify a person/data subject.

Data Subject is identifiable person or identified person when personal data is processed by a data controller. A data controller decides the purpose for data processing along with the way personal data is processed. The processing is actions performed on the personal data such as collection, storage, organisation along with destruction or erasure.

### Personal Data

Personal Data that identifies you or can be used to identify or contact you may include any of the following your name, address, phone number or email address. This information is only collected from you if you are voluntarily submitted this to us. This can be whether you contact us by phone, email, by post or our websites.

### Purpose for us holding your information

We collect this data you have given us for the provision of products and services this can include

- Names, addresses, telephone numbers and email address
- Names breeds of dogs belonging to data subject
- Health concerns & medication prescribed to dogs
- Name & address of registered veterinary practice

Roundhill Boarding Kennels Limited Collect the data and any additional data through letter, email, telephone, website, or any other means of correspondence.

Roundhill Boarding Kennels Limited can store this personal data we obtained through social media interactions and outside media platforms if any correspondence regarding products and services is received this data is then covered as summarised in this policy. Roundhill Boarding Kennels limited do not retain any bank details belonging to data subjects.

### We used this data

To reply with any information you require, respond to your comments, support requests.

Roundhill Boarding Kennels take information security and data protection very seriously & we are committed to ensuring that your privacy is and remains protected. This Privacy Policy describes how Roundhill Kennels uses the personal data that we receive from you, or that you provide, when you:

- When you first take out a contract with us.
- renew a contract with us.
- Or otherwise contact us.
- Use any websites of ours

### Retention of Data.

We regularly review our data retention periods and will hold your personal data for 5 years after a dog has boarded in our kennels , however data can be retained for as long as 7 years if it is necessary for tax purposes . Roundhill Boarding Kennels securely destroy all data when it is no longer needed.

Enquiries: where you contact us with an enquiry or request any information, we will respond to you using the contact details that you provide us with.

### CCTV & ANPR

CCTV and automatic number plate registration cameras are on our property so a recording of you entering or leaving our premises will be carried out this recording is made for crime prevention reasons along with health and safety reviews all recording are deleted 31 days automatically after recording has taken place unless it is needed for legal reasons .

### How we use Cookies

We may use cookies to help improve our website and make your browsing experience more useful, relevant, and tailored to you. Data may be obtained from cookies by our website [www.roundhillkennels.com](http://www.roundhillkennels.com). Overall, these cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### Sharing Your Personal Data.

The information you share with us will only be disclosed to relevant staff to be used for the relevant purpose stated above. We will disclose your personal data to vet of animal welfare if needed due to the Proprietors having a legal 'duty of care' towards the animals in their care. Police and emergency services will be given your personal data if needed for crime prevention.

To protect the rights, property or safety of our company, our staff and others including animals in our care.

If we or substantially all our assets are acquired by a third party, in which case personal data that we hold about our customers will be one of the transferred assets.

Security of Data. The security of your personal data is of the utmost importance to us. We are committed to providing appropriate security controls to protect your personal information against foreseeable data theft.

Please be aware that the transmission of data over the internet is not always completely secure. Although we will do our best to protect your personal data, we cannot guarantee the complete security of your data transmitted to us electronically; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to restrict unauthorised access to your personal data. We do not transfer personal data outside the UK

#### Access to Your Personal Data, and Your Other Rights

You have the right to request a copy of the personal data the Company holds about you this can be requested at any time and at no cost to you. Should you wish to access, update or correct the personal data that we hold, please contact us by sending a written request to Roundhill Boarding Kennels Limited, Roundhill Farm, Ogle Hay Road, Brownhills, Walsall, Staffordshire WS8 7PS.

If you wish to have your personal data deleted by Roundhill boarding kennels, please request this in writing to Roundhill Boarding Kennels Limited, Roundhill Farm, Ogle Hay Road, Brownhills, Walsall, Staffordshire WS8 7PS. Your personal data will be removed within 30 days if it is not required for the completion of a contract with the Company or for any legal reasons.

#### 1. You have the right to be informed

Data subject have the right to clear, transparent and understandable information regarding your rights and how Roundhill Boarding Kennels use your personal data. This is the reason of providing data subjects and visitors to [www. Roundhillkennels.com](http://www.Roundhillkennels.com) with this privacy policy.

2. All data subjects have the right to access their personal data that is processed by Roundhill Boarding kennels.
3. All Data Subjects are entitled to correct their personal data if it is inaccurate.
4. All data subjects have the right to put an end to their processing of their personal data in certain circumstances Roundhill Boarding Kennels can continue to store this personal data when processing is restricted but may not further process it.
5. All data subjects have a right to acquire and reuse their personal data along with the right to have their personal data directly transferred to third parties in certain circumstances.
6. All data subjects have a right to object to Roundhill Boarding Kennels processing their personal data for business interests, marketing purposes and related profiling.
7. All the data subjects who have given consent to Roundhill Boarding Kennels to process data have the right to withdraw their consent at any-time. Any processing of this data subject 's personal data up to that point is not unlawful.
8. All data subjects have a right to make a complaint to the information commissioner's office if they believe their personal data has not been processed in compliance with data protection law

#### Feedback on this policy

If you have any questions about this privacy policy or any personal data which we hold about you, please contact via email. [roundhillkennels@hotmail.com](mailto:roundhillkennels@hotmail.com)

#### Complaints

If you find are unhappy with the way in which we have collected or processed your personal data or have any other complaint in relation to our handling of your personal data you can/may make a complaint to the Information Commissioner, further information can be found on the Information Commissioner's website at <http://www.ico.org.uk> .

#### Changes to this privacy policy

We keep our privacy policy under regular review; the updates will appear on our Website. Please check it each time you visit this website or provide us with any personal data.

We last updated this privacy policy on 20/12/2021