

# Privacy Policy

## Why should you read this document?

During the course of dealing with us, we will ask you to provide us with detailed personal information relating to your existing circumstances (Your Personal Data). This document is important as it allows us to explain to you what we will need to do with Your Personal Data, and the various rights you have in relation to Your Personal Data.

## What do we mean by “Your Personal Data”?

Your Personal Data means any information that describes or relates to your personal circumstances. Your Personal Data may identify you directly, for example your name, address, Your Personal Data may include:

- Title, names, address and email address

## The basis upon which Macoby Canine Massage will deal with Your Personal Data

### How do we collect Your Personal Data?

We will collect and record Your Personal Data directly from you.

### What happens to Your Personal Data when it is disclosed to us?

In the course of handling Your Personal Data, we will:

- Record and store Your Personal Data on our computer systems (email and hard drives). This information can only be accessed by ourselves.
- Use Your Personal Data for the purposes of responding to any queries you may have
- **Sharing Your Personal Data**  
We will not share your personal data with any third parties

### Security and retention of Your Personal Data

Your privacy is important to us and we will keep Your Personal Data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard Your Personal Data against it being accessed unlawfully or maliciously by a third party.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is being sent to us. Your Personal Data will be retained by us either electronically or in paper format for a minimum of six years, or in instances whereby we have legal right to such information we will retain records indefinitely.

Your rights in relation to Your Personal Data You can:

- request copies of Your Personal Data that is under our control
- ask us to further explain how we use Your Personal Data
- ask us to correct, delete or require us to restrict or stop using Your Personal Data (details as to the extent to which we can do this will be provided at the time of any such request)
- change the basis of any consent you may have provided to enable us to market to you in the future (including withdrawing any consent in its entirety)

## **How to make contact Macoby Canine Massage in relation to the use of Your Personal Data**

If you have any questions or comments about this document, or wish to make contact in order to exercise any of your rights set out within contact: Kim Rufus, [kim@macoby.co.uk](mailto:kim@macoby.co.uk), **07983 759975**