

Coxmoor House Kennels & Cattery GDPR Privacy Policy

Coxmoor House Kennels & Cattery, Coxmoor House Grooming & Coxmoor House Secure Field Hire are part of Cupbrook Ltd which trades under the name Coxmoor House Kennels and Cattery. This privacy policy will explain how we use the personal data we collect from you when you use our boarding services or online booking system.

What Data do we collect?

Coxmoor House Kennels and Cattery collects the following data:

- Personal identification (Name, address, phone number, emergency contact number and email address)
- Pet/s information (Name, Breed, Year of birth, behaviour/recall/aggression information, registered veterinarian details, proof of vaccination, diet, medications, medical conditions, allergies)
- Holiday destination information & any time differences
- Car information (Registration of car/s attending site)

How do we collect your data?

You directly provide Coxmoor House Kennels and Cattery with most of the data we collect. We collect data and process data when you:

- Register online, book an appointment using the online booking system
- Call us on the phone and talk to staff
- Email us, or use Facebook messenger
- Talk to staff on site
- Use or view our website through browser cookies

We may also receive your data indirectly from:

- Someone who knows you booking on your behalf or adding you to their booking

How will we use your data?

Coxmoor House Kennels and Cattery collects your data so that we can:

- Process your order, allow you to make bookings, manage your account
- Ensure the safety of your pet/s whilst on site
- Ensure the safety of you, staff and other members of the public whilst on site
- Contact you with offers for other products, by email, Whatsapp or Facebook messenger
- Contact you with images or video of you and your pet/s
- Use images or video of you and your pet/s for digital marketing or marketing purposes (if you have given permission for us to)

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When we process your order or booking, third party sites such as the secure payment system (Square) or the online booking systems (Acuity & Revelation Pets) may be sent your data. Credit reference agencies may also be sent your data to protect against fraudulent purchases.

We will share your information with our current groomer with your permission.

We will not share your data otherwise.

How do we store your data?

At Coxmoor House Kennels and Cattery we complete a DPIA (Data Protection Impact Assessment) every 3 years or sooner if needed. We store your data through third party sites such as Acuity scheduling, Square payment and Revelation Pets which have their own built in security. Any computer storage is on an external hard drive which is removed and stored securely when not in use. The internet access point is secure, the computer is also secure and both are password protected. There is also anti-virus & anti malware software installed on the computer with regular scans being carried out.

Any hardcopy information is kept locked away and is only used for booking purposes by trained staff members.

We will keep your data for no more than 7 years after you are no longer an active user of our services. This will be reviewed at the end of each tax year. Once this period has expired we will shred any hard copies and delete any digital data we have of yours. Images and video that we have taken or you have given us permission to use will be kept on external storage as our intellectual property for advertisement purposes.

Marketing

Coxmoor House Kennels and Cattery would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Coxmoor House Secure Field Hire
- Coxmoor House Pet Grooming
- Coxmoor House The Shop

If you have agreed to accept marketing, you may always opt out at a later date.

You have the right at any time to stop Coxmoor House Kennels and Cattery from contacting you for marketing purposes or giving your data to other members of Cupbrook Ltd.

If you no longer wish to be contacted for marketing purposes please email us with your name, pet/s name and the email address you set up any accounts with stating you no longer wish to be contacted for marketing purposes @
coxmoorkennelsandcattery@gmail.com

What are your data protection rights?

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Coxmoor House Kennels and Cattery would like to make sure that you are fully aware of all of your data protection rights.

Every user is entitled to the following:

The right to access – You have the right to request Coxmoor House Kennels and Cattery for copies of your personal data. We may charge you for this service.

The right to rectification – You have the right to request that Coxmoor House Kennels and Cattery correct any information you believe is inaccurate. You also have the right to request Coxmoor House Kennels and Cattery to complete information you believe is incomplete.

The right to erasure – You have the right to request that Coxmoor House Kennels and Cattery erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Coxmoor House Kennels and Cattery restrict the processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Coxmoor House Kennels and Cattery transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us

By email: coxmoorkennelsandcattery@gmail.com

By phone: 01623753174

By writing: Coxmoor House Kennels and Cattery
Derby Road
Kirkby-In-Ashfield
Nottinghamshire
NG17 7QN

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information visit www.allaboutcookies.org

How do we use cookies?

Coxmoor House Kennels and Cattery uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Quicker future logging in

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What types of cookies do we use?

There are a number of different types of cookies, however our website uses:

- **Functionality:** Coxmoor House Kennels and Cattery uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

- **Advertising:** Coxmoor House Kennels and Cattery uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address. Coxmoor House Kennels and Cattery sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies and www.allaboutcookies.org tells you how to remove cookies from your browser. In a few cases, some of our website features may not function properly as a result.

Privacy policies of other websites

The Coxmoor House Kennels and Cattery website contains links to other websites. Our privacy policy applies only to our website, so if you click a link to another website you should read their privacy policy.

Changes to our privacy policy

Coxmoor House Kennels and Cattery keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 20th February 2022.

How to contact us

If you have any questions about the privacy policy Coxmoor House Kennels and Cattery, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

By email: coxmoorkennelsandcattery@gmail.com

By phone: 01623753174

By writing: Coxmoor House Kennels and Cattery

Derby Road

Kirkby-In-Ashfield

Nottinghamshire

NG17 7QN

How to contact the appropriate authority

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Should you wish to report a complaint or if you feel that Coxmoor House Kennels and Cattery has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office using this link:

<https://ico.org.uk/global/contact-us/>

Or by phone: 0303 123 1113