

# Highfield Cat Hotel Data Protection and Privacy Policy

(Created May 2018)

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This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and your cats and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

## **Who are we?**

Highfield Cat Hotel take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number **ZA365321** and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is **Highfield Cat Hotel**.

Any questions relating to this notice and our privacy practices should be sent to Sarah Hannant or Susan Clayton at 123 Chapel Street, Ibstock, Leicestershire, LE67 6HG, Tel: 01530 260928, Email: [cattery@highfieldcathotel.co.uk](mailto:cattery@highfieldcathotel.co.uk).

## **How we collect information from you and what information we collect**

We use different methods to collect data from and about you including:

### **Directly.**

You may give us your identity and contact information by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Enquire about our products or services;
- Book our products or services
- Request general information about our Company

We collect the following information about you:

- Name, address, e-mail address, telephone number(s), emergency contact details.
- Details of your cat(s) including registered veterinary surgeon, insurance status, microchip number, breed and colour, eating preferences, general behaviour, medical requirements, flea and worm treatments.

## **Why we need this information about you and how it will be used**

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our supplies which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

### **Sharing of Your Information**

Information will only be shared where there may be an appropriate legal reason to do so or should your pet require medical attention by a vet and only information relevant to that situation will be shared unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK and EEA.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **How long we will keep your information**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

## **Your Rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in my records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at

**[cattery@highfieldcathotel.co.uk](mailto:cattery@highfieldcathotel.co.uk)**

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

### **England:**

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

### **Scotland:**

The Information Commissioner's  
Office – Scotland  
45 Melville Street, Edinburgh, EH3  
7HL  
Telephone: 0131 244 9001  
Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

### **Wales:**

Information Commissioner's Office  
2nd floor, Churchill House  
Churchill way, Cardiff, CF10 2HH  
Telephone: 029 2067 8400  
Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

### **Northern Ireland:**

Information Commissioner's Office  
3rd Floor, 14 Cromac Place  
Belfast, BT7 2JB  
Telephone: 028 9027 8757  
Email: [ni@ico.org.uk](mailto:ni@ico.org.uk)