

# Pawfessional Touch®

Dog Walking & Pet Care Service

## GDPR Privacy Policy

### My contact details

Name: Ian Usher

Address: Rehsu Cottage, Brighty, Dundee, DD4 0PU

Phone Number: 07522 911020

E-mail: [info@pawfessionaltouch.co.uk](mailto:info@pawfessionaltouch.co.uk)

Website: [www.pawfessionaltouch.co.uk](http://www.pawfessionaltouch.co.uk)

### The type of personal information I collect

I currently collect and process the following information:

- Personal identifiers such as name and contact details.

### How I get the personal information and why I have it

The personal information I process is provided directly by you when you enquire about or request any of my services.

My website does not use cookies.

I use the information that you have given me to:

- Respond to enquiries
- Fulfil service requests
- Send invoices, reminders or statements
- Communicate with you

I may share this information with: -

- Organisations providing necessary functions such as systems administration
- Individuals providing services on my behalf (with your consent).

Information is never shared with third parties for marketing purposes.

Under the General Data Protection Regulation (GDPR), the lawful basis I rely on for processing this information is:

- We have a contractual obligation.

### How I store your personal information

Your information is securely stored in Time to Pet's database. See [here](#) for full details regarding how your data is kept safe.

Information will only be retained for as long as is necessary to fulfil the purpose it was collected for while taking into account the need to satisfy any legal or regulatory obligations. When your data is no longer required it will be deleted in a secure manner.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact me on the contact details provided above if you wish to make a request.

### **How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me using the contact details provided above.

You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>