

Record Keeping, Data Protection and Privacy Policy

The Misbourne Valley Cattery, Kennels and Bunny Hotel is committed to protecting and respecting your private and personal details. Any information we collect will only be used by our staff of and for the purpose it is intended for; except in special circumstances as detailed below. To comply with the General Data Protection Regulation (GDPR), we do update this policy from time to time so please do review this policy regularly.

What information do we collect?

To ensure we are in line with Buckinghamshire County Council licence conditions it is important that we collect certain personal information from you when we register you as a client. Your name, address, phone numbers and email address along with details of an emergency contact (for whom you are responsible for obtaining permission from to supply us with their name and a means of contacting them) are all essential for the smooth running of Misbourne Valley Cattery, Kennels and Bunny Hotel. We also collect information about your pet with the details of your own veterinary practice to ensure we can provide the best care should any issues arise whilst your pet is boarding with us.

- Online & email bookings are printed and kept securely onsite until date of arrival.
- Incoming and outgoing dates are kept in the boarding diary with pets' name
- In person and telephone bookings are written in boarding diary, booking form is then completed upon arrival.
- Booking forms along with enclosure reference are displayed in a clear plastic pocket on the enclosure door along with daily observation sheet and boarding quick reference card.
- Upon departure, booking form, daily observation record and any other relevant documents are kept in the clear plastic pocket and filed securely.

What do we use this information for?

The information supplied by you may be used in the following ways:

To register you on to our paper-based booking system, which we use to keep records of your pets boarding history with us; to track day to day information as is necessary for the running of the business and to produce invoices and receipts. This information is kept securely.

To contact you, your emergency contact or your own veterinary practice should any issue arise whilst your pet is boarding with us. Yours and your pet's information will be kept with your pet as hard copy throughout their stay with us. This includes daily observation records and any information about diet, and medical history provided by

you on our booking form. After that records will be stored securely on our site for three years.

How do we keep your information safe?

We hold customers information in two ways:

Digitally: This is used for our email and website We do not keep these records on any hard disks or computers as we use a cloud-based email system which is provided by third parties (Microsoft OneDrive).

Hard Copy: Our Customer Record and Customer Information Form is a paper form that we require all customers to fill out. We also keep copies of invoices and receipts for accounting purposes and whilst your pet is boarding with us, we require that copies of their vaccination certificate is also left with us. These paper documents are stored and locked in our offices.

How long do we keep this information for and how do we dispose of it?

The information you give us will be kept for three years. Misbourne Valley Cattery, Kennels & Bunny Hotel after three years any paper copies will be shredded. Customers do also have a 'right to be forgotten' and may request that their personal data be erased from our records at any time.

Sharing your information

We will not share or sell your information to any third party for the purposes of marketing.

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.

Our Website

Our website may collect personal information from you should you use your online contact form and these details may be stored manually and/or electronically.

Our website may also track certain information about you during the course of your browsing, such as your IP address and browser identification and may also use cookies. Such information collected will not be used by us to personally identify an individual. If you prefer block these cookies you can do so through your own browsers settings.

Requesting your information

You are entitled by law to request a copy of the information that we hold for you by submitting a Subject Access Request.