



UK GDPR: DATA PRIVACY NOTICE AND COOKIES POLICY FOR CLIENTS AND SUPPLIERS

Introduction

Paws & Pause Ltd ("We") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the UK General Data Protection Regulation (the "UK GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person.

Data protection legislation – Means the data protection legislation enforce in the UK from time to time and includes the Data Protection 2018 (as amended) and the UK General Data Protection Regulation (UK GDPR).

Categories of data: Personal data and special categories of personal data

Personal data - *The UK GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of UK GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.*

Special categories personal data - *The UK GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of UK GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.*

Processing - *Means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.*

Third party - *Means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.*

Who are we?

Paws & Pause is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: hello@pawsandpause.co.uk . For all data matters contact hello@pawsandpause.co.uk. 514 Rideway Road, SW9 7EX

2. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

Controller may submit Personal Data to the Processor, the extent of which is determined and controlled by Controller in its sole discretion, and which may include, but is not limited to Personal Data relating to the following categories of data subjects:

- Customers, business partners and suppliers of the Controller (who are natural persons);

It may include, but is not limited to Personal Data relating to the following categories of data subjects:

- Contact information (email, phone, address)
- Localisation data

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- Phone, email, address, work address and details

We have obtained your personal data from your Pet Sitter Plus account and enquiry/waiting list form.

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of UK GDPR)

Our lawful basis for processing your general personal data:

Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	file:///C:/Users/larse/Downloads/TERMS%20AND%20CONDITIONS%202022%20T&C's%20PAWS%20AND%20PAUSE%20.pdf
Processing necessary for compliance with a legal obligation	https://www.legislation.gov.uk/ukxi/2018/486/schedule/4/made

Sharing your personal data and Security

Your personal data will be treated as strictly confidential and we don't share data with third parties.

We store electronic records and have put in place technical and organisational measures at Paws & Pause to ensure our technical security measures for data backup, authorisation and authentication onto systems are robust. We use secure firewalls and other measures to restrict electronic access, including anti-virus and anti-malware measures.

Only persons who need the information to fulfil their daycare duties will be allowed access to personal data. You can update the personal information that you give us at any time on your Pet Sitter Plus portal and/or by contacting us directly.

Sensitive Data:

Paws & Pause Ltd does not process special category data as defined by Article 9 of the GDPR.

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary for a period of 3 years after you stop using the service in order to follow the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 and up to 6 years (plus the year collected) for information regarding financial transactions and audits in accordance with HMRC regulations.

The data we process for direct marketing purposes will be retained until you withdraw consent.

Providing us with your personal data

We require your personal data as it is a requirement necessary to enter into a contract/use day-care services with Paws & Pause Ltd.

Your rights and your personal data

Unless subject to an exemption under the UK GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); (direct marketing and processing for the purposes of scientific/historical research and statistics).

Transfer of Data Abroad

WE DO NOT TRANSFER PERSONAL DATA OUTSIDE THE UK.

Automated Decision Making

WE DO NOT USE ANY FORM OF AUTOMATED DECISION MAKING IN OUR BUSINESS

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Cookies Policy:

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- Strictly necessary cookies.

These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

- Analytical/performance cookies.

They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

- Functionality cookies.

These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

- Targeting cookies.

These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

How to get in touch

To exercise all relevant rights, queries or complaints please in the first instance contact hello@pawsandpause.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.