

THE K9 CONCEPT PRIVACY POLICY

The K9 Concept is committed to protecting and respecting your privacy.

Who are the K9 Concept and how can you contact us?

The K9 Concept is a dog training and dog training facility provider serving the East Midlands.

Our address is Scalford Station, Melton road, Melton Mowbray, Leicestershire, LE14 4UD

You can contact us using the email or telephone numbers above.

For the purpose of the Data Protection Act 2018 (the Act) and the UK General Data Protection Regulation (GDPR), the data controller and data processor is Zsofi Pritchard, trading as The K9 Concept.

What information are we collecting?

In order for The K9 Concept to provide you with our services we will need to collect the following information from you;

- name
- address
- e-mail address
- phone number
- information regarding your personal or domestic situation

How will your information be collected and stored?

The K9 Concept collects your information directly from you via email, over the phone or in person. All personal information that you provide will be stored securely. We may take photograph or record video of you and or your dog during our training sessions. This is used as a training aid so we can watch this back with you to advise on yours and your dog's behaviour. This also documents the changes in behaviour during the session(s) to show progress.

Why is your information being collected and how it will be used by The K9 Concept?

The lawful basis on which The K9 Concept collects your information is covered by at least one of the following;

- performance of a contract
- compliance with a legal obligation
- consent
- legitimate interest

We use your personal information to be able to contact you and to provide advice and training for you and your dog. We collect your personal or domestic situation as it might be relevant to your dog and your dog's behaviour. This information will help us to develop the best possible training plan for you and your dog(s).

Will we share your information?

As a general rule your information will not be shared with any third party. If there is a need to share your information, we will ask your consent. This could be relevant to

certain video footage and or photographs of our training sessions shared for educational purposes.

How long does The K9 Concept hold your information for?

Your information is kept and processed only for as long as it is required. Once you no longer require our services your information will be held for 5 years.

Where you have made an enquiry into our services but chosen not to engage further with us your data will be kept for no longer than 12 months.

What are your rights in relation to your information?

Under the EU and UK GDPR and the Act everyone has the following rights;

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (right to be forgotten)
- The right to restrict processing
- The right to data portability
- The right to object
- The right not to be made subject to automatic decision making

In order to fulfil any of the above it may be necessary for The K9 Concept to request further information to verify the identity of the requestor.

What if I want to make a complaint?

If you have any concerns on the use of your personal information you can contact Zsofi on the above contact details.

You also have the right to complain to the Information Commissioner's Office.

Last update 16th July 2021