



Birchanger Dog Field Ltd

Customer Privacy Statement

Birchanger Dog Field Ltd is a provider of a secure dog field. We offer the field to individuals and professionals to exercise and train dogs.

When you request use of our field we will collect some personal information about you, including your name, contact mobile telephone numbers, your e-mail address and the number of dogs you wish to bring. If you are a professional and are sharing your customer information, you will have gained consent from them to share their personal data with us. We require this information to communicate with you as we provide our service to you, Birchanger Dog Field Ltd has created this Privacy Statement under the Data Protection Act 1998 and the General Data Protection Regulations 2018. The statement is for your information and it covers how we collect, use, disclose, transfer and store personal data.

1. Introduction and General Terms

Birchanger Dog Field Ltd is committed to protecting your personal information when you are using our services. We want our services to be safe, transparent and reliable. This Privacy Statement relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide to us by phone, SMS, email, or social media and in person.

In order to provide the service Birchanger Dog Field Ltd sometimes need to collect information about you.

This Privacy Statement explains the following:

- What information Birchanger Dog Field Ltd may collect about you
- How Birchanger Dog Field Ltd will use information we collect about you
- When Birchanger Dog Field Ltd may use your details to contact you
- Whether Birchanger Dog Field Ltd will disclose your details to anyone else
- Your choices regarding the personal information you provide to us

The Birchanger Dog Field Ltd is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulations 2018. No system of data storage can be completely secure; if you have any concerns or complaints that your personal data held by Birchanger Dog Field Ltd could have been compromised e.g. someone could have discovered your personal details held by us, please get in touch straight away. Our contact details are at section 14 of this statement.

2. What information will Birchanger Dog Field Ltd collect about me?

When you get in touch with us either via our website, e-mail, telephone, text or social media we will collect some personal information about you. This can consist of information such as your name, email address, mobile number, number of dogs and if a professional the owners details if applicable.



3. How will Birchanger Dog Field Ltd use the information it collects about me?

Birchanger Dog Field Ltd will use your personal information for a number of purposes including the following:

Ensuring that we have accurate information so that we may communicate with you and keep you updated of developments as we provide our service to you.

Ensuring that we have consent and that we hold accurate information so that we may contact you at a future date for the purposes of quality control, sending receipts if required, keeping you up to date or managing any other business related issues.

4. When will Birchanger Dog Field Ltd contact me?

Birchanger Dog Field Ltd may contact you:

- In relation to any correspondence we receive from you involved in the service we provide
- In relation to any financial questions or issues such as in relation to payment or receipts or block bookings
- To invite you to participate in a survey or provide recommendations about Birchanger Dog Field Ltd service
- For reporting and research purposes

5. Will I be contacted for marketing purposes?

Birchanger Dog Field Ltd will only send you marketing emails or contact you where you have agreed to this by giving us your consent for example to update you on current changes to pricing and provide information on any additional services we can offer you.

From time to time we may also contact you to ask your views about the service Birchanger Dog Field Ltd provided to you. We may personalise the message content based upon any information you have provided to us.

If you want to stop all personalised messages from the Birchanger Dog Field Ltd you can contact us at any time and instruct us to stop. We will, of course, stop.

6. Will Birchanger Dog Field Ltd share my personal information with anyone else?

We will keep your information within Birchanger Dog Field Ltd except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or where you have consented to us sharing your information with other parties involved in the service we provide to you, including, for example: insurance companies, HMRC, IT specialists, H&S advisers or other individuals, bodies or organisations where there is a specific reason to do so.

Generally, we will not share your information outside of Birchanger Dog Field Ltd. When we use pictures of dogs for social media purposes we will not use dog names or owners names



in their publication, unless the names have already been disclosed in the post by others or the owners.

7. How long will Birchanger Dog Field Ltd keep my information?

We will hold your personal information on our systems for as long as is necessary for the purpose of the supply of services and for any legal requirements.

8. Can I delete my data?

You can always ask for your information to be deleted by Birchanger Dog Field Ltd, unless we are required to hold it for legal reasons.

Deleting the information Birchanger Dog Field Ltd holds about you will erase any personal information we have about you and any future bookings may take longer to process if we need to gather the information again.

9. Can I find out what personal information Birchanger Dog Field Ltd holds about me?

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal information Birchanger Dog Field Ltd holds about you and to have any inaccuracies corrected. (We require you to prove your identity with 2 pieces of approved identification). We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our system. Please address requests and questions about this or any other question about this Privacy Statement to Kerry McGowan, 07970 489321 or email Kerry at birchangerfield@yahoo.com

We will need two copies of forms of identification, which can be:

- Passport
- Driving licence
- Birth certificate
- Utility bill (from last 3 months)
- Current vehicle registration document
- Bank statement (from last 3 months)

10. Web browser cookies

a) What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a "device") web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked.

Birchanger Dog Field Ltd uses Google Analytics. Google Analytics may use cookies to help us monitor and improve our website.

Your web browser may also provide the information about your device, such as an IP address and details about the browser that you are using.



Birchanger Dog Field Ltd does collect information such as your IP address or the browser you are using.

11. Changes to Birchanger Dog Field Ltd Privacy Statement

This Privacy Statement may be updated from time to time so you may wish to check it each time you submit personal information to Birchanger Dog Field Ltd. If you do not agree to any changes, please do not continue to use Birchanger Dog Field Ltd website or submit personal information to Birchanger Dog Field Ltd. You can also ask for your personal data to be deleted by Birchanger Dog Field Ltd at any time – (Subject to any legal reasons we may have to keep some of the data we hold about you). If material changes are made to the Privacy Statement, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Statement changes).

12. Sharing of your data with others

As part of the service that we provide it may be necessary to share information we hold about you with third parties, see section 6. Before we share any information we hold about you with any third party we will gain consent from you. If you do not want us to share your personal information with any third party please let us know immediately.

You also have the right to ask us to share your personal data with anyone you wish. To exercise this right to data portability please write to us, giving full details, using the details provided at section 14 of this statement.

13. Data storage

The data that we collect from you will be stored within the European Economic Area ("EEA") and will not be transferred outside the EEA unless we have your explicit consent to such transfer and storage. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy statement.

14. Contacting the BPC about this Privacy Statement

If you have any questions or comments about Birchanger Dog Field Ltd Privacy Statement please contact Kerry McGowan, birchangerfield@yahoo.com or mobile 07970 489321.

15. Our IT system

Our IT system holds personal data and Birchanger Dog Field respects customer's wishes to keep all information confidential.