



## **PRIVACY POLICY**

### **General Data Protection Regulations (GDPR)**

The data protection regulations in the UK changed when the new General Data Protection Regulations (GDPR) came into force on 25 May 2018.

### **Privacy Policy**

All data about you is treated as strictly confidential and is held in accordance with the General Data Protection Regulations (GDPR).

### **What information does Brambles hold on its clients?**

The personal information Brambles has recorded is on our client forms and salon based Electronic Point of Sale (EPOS) system.

a) Any data submitted by someone via a contact form at [www.bramblesofandover.com](http://www.bramblesofandover.com); this information is automatically emailed and is automatically downloaded. The mail software solely used for this purpose is password protected. The brambles website itself does not hold any personal information. Please see our cookie policy.

b) Any data submitted via the Brambles Facebook Pages (including Facebook's messaging service), Twitter, Instagram; the accounts are all password protected and administered only by Brambles authorised users.

c) The name, address and other information as supplied by the client via online software (See paragraph 5, below).

d) Any information sent via cellular/data text message to any telephone number operated by Brambles.

Brambles also holds the data contained on any hardcopy forms completed by a client. All hardcopy information is securely stored at the Brambles address to which you provided the hardcopy\*. Brambles also uses an electronic data recording system, although this does not replace/preclude the hardcopy recording of information, some clients will have both hard copy and electronic data recorded.

### **Why does Brambles hold data on its clients?**

Brambles will use your name, address, phone number and/or email address, emergency contact name and phone number stored on contact/registration forms or on Premier EPOS Software. This information is used for the following:

- to confirm/remind/arrange future bookings or arrangements
- to send invoices in respect of bookings or services
- to make contact in the event of an emergency whilst you or your pet is in our company/care
- to update you on your pets whilst you are away if requested (email/SMS as agreed)
- Please let us know at any time should you wish that method to be changed or if you subsequently want your details removing from this.

**Online Third-Party Software (Premier EPOS Software)**

Brambles uses online third-party software to forward electronic invoices to clients. The data held is that which has already been submitted via means described at Paragraphs 3 a), b), c) and d), above.

Brambles does not retain any credit card details. The company processing the transactions is a company called iZettle, which is subject to the same GDPR compliance requirements. All payment details such as card numbers are not accessible to Brambles staff.

All internet-based accounts as described throughout this Policy (with the exception of bramblesofandover.com) are protected by the client’s own email and password log in. Whilst all accounts are password protected, Brambles cannot guarantee the security of clients’ data contained on the servers of any internet-based or third-party software provider.

**Access to your personal Information**

If a client or former client wishes to know what data is held on them by Brambles, they can do so by submitting a written (including electronic) request via any means to Brambles. They will receive any information we hold within one calendar week. Charges may apply.

**Deletion of personal data – the ‘right to be forgotten’**

If personal data is no longer necessary to the purpose for which it is intended, it will be deleted. If a client/prospective client wishes for personal data to be deleted, they can do so by written request (via any means). They will receive confirmation of such within one calendar week.

**Transferring data to third parties**

Brambles reserves the right to move personal information to another system, without notice to the client, which have been identified to benefit the service Brambles provides.

Brambles WILL NOT sell or otherwise forward the personal information of any client/prospective to any third party. We will only share information if required by law.

**Data Breaches**

Should a personal information breach occur on the part of a software provider, Brambles will inform the client immediately. It is the responsibility of that provider to inform their respective data protection authority (in the UK it is the Information Commissioner’s Office). Should the breach occur on the part of Brambles, the UK Information Commissioner’s Office will be informed within 72 hours, following investigation into the breach. The client will be informed of the breach.

**Enquiries**

Should a client or prospective client have any comments or questions regarding the use and protection of their personal information by Brambles, they should contact Brambles to discuss.

I hereby confirm that I have read and understood the privacy policy as stated above.

Customer Name:	
Customer Signature:	
Date:	