

Laura Travis, BSc (Hons) PG Dip CABC

Full Member of the Association of Pet Behaviour Counsellors

Animal Behaviour and Training Council Registered Clinical Animal Behaviourist

Animal Behaviour and Training Council Registered Animal Training Instructor

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www.stneotsdogtraining.com



APBC
ASSOCIATION OF PET
BEHAVIOUR COUNSELLORS

ABTC
ANIMAL BEHAVIOUR & TRAINING COUNCIL

REGISTERED CLINICAL
ANIMAL BEHAVIOURIST

Privacy Policy

St Neots Dog Training and Behaviour/ Laura Travis, Clinical Animal Behaviourist

Contact details

Laura Travis

Phone Number: 07790024766

E-mail: pet.behaviour@ymail.com

Date of Policy Update: **07.09.23**

The type of personal information I collect

I currently collect and process the following information:

- Your name, address, telephone number and email address.
- Information about your lifestyle as it relates to your dog, for example; whether you work from home, how many people live with you, the ages of any children.
- Information about your dog. This includes their name, age, breed, date of birth and details of their behaviour problem if relevant.
- Your vet will send me your dog's medical history if appropriate.

How I obtain the personal information and why I have it

Most of the personal information I process is provided to me directly by you through the Behaviour Questionnaire, directly via emails, or through in-person questioning. I use it for one of the following reasons:

- To enable me to help you with your dog's behaviour.
- To enable me to assess you and your dog, in the case of foster home assessments.

I also receive personal information indirectly, from the following sources in the following scenarios:

- Vet referral form and your dog's medical history, in the case of a veterinary referral for a behaviour problem.
- In the case of foster home assessments, the fostering agency may pass me your contact details and brief information about you, to facilitate a dog assessment. They should ask your permission for this.

I use the information that you have given me in order to effectively assess your dog's behaviour and provide you with appropriate advice. In the case of dog assessments for foster homes, I use this information to effectively assess the suitability of your dog to live with children.

I may share this information with the referring vet, or the fostering agency/ social worker. I may share this information with other third parties (for example, another professional) with your permission.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information is:

Your consent. You are able to remove your consent at any time. You can do this by contacting me at pet.behaviour@ymail.com

How I store your personal information

Your information is securely stored.

I keep your information for the time period that you are an active client and for 1 year afterwards, so that I am able to access it if you require further help with your dog. If I have had no contact with you for 1 year, I will then dispose of your digital information by deleting it, and information on paper by shredding or burning it.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask me for copies of your personal information.

Your right to rectification - You have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

Your right to erasure - You have the right to ask me to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask me to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me at pet.behaviour@ymail.com if you wish to make a request.

How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me at pet.behaviour@ymail.com

You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>