



## Privacy Policy

Your information that we hold...

- Name
- Address
- Contact telephone numbers
- Emergency contact name & numbers (please ensure your contact agrees to us holding their information)
- Email address
- Your dog/cats name & details such as breed, age, when last vaccinated as per the Clients Consent Form
- Signature (on the Client Consent Form)
- Photos of your dog/cat

Your information is gained by....

- You completing & signing our Client Consent Form
- You completing the Routine Appointment Record
- Taking of photos before, during and after the grooming session

We require this information....

- To ensure we can contact you in that event of an emergency
- So we can contact you in the event we have to cancel your appointment
- To remind you of your appointments & or to make future appointments
- To discuss your dog/cats current & past grooming sessions
- To inform you of any special offers or company updates that we feel would be of interest to you
- To advise you your dog/cat is ready for collection
- To compare (photos) before and after the grooming session
- To use (photos) for promotion on our website and social media groups

Storing of your information....

- All paper documentation containing personal data is securely kept
- All data on electronic devices is only accessible by Sherry Austin via a password

The sharing of your data....

- We do not share your personal data with any 3rd parties
- Your dog/cats name & grooming session photos may be put on our website and social media groups for promotion of our services, which will we have already gained authority from your via the Client Consent Form

Why keep your data....

- We keep your data on file during active years (current grooming sessions)
- We may keep your details up to 2 years after your last appointment should you wish to return or bring a new pet



We don't ...

- Share your personal data with any 3rd party
- We don't store any financial details

Your rights

- You can request to have your data destroyed at any time (shredded)
- You can request to see your data that we hold at any time given suitable notice

Complaints....

- If you wish to make a complaint regarding your data please put it in writing to the following address, where we will respond within 5 working days, providing the business is not closed during this time.

Tails of Cornwall  
North Barn  
Retire  
Bodmin  
Cornwall  
PL30 5LP