



## Portobello Pets

### Privacy Policy

#### Privacy Notice:

Portobello Pets are committed to protecting your privacy. By using this website, you are giving Portobello Pets permission to collect information for the purpose of providing our services. Portobello Pets will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

#### How do we collect information from you?

Portobello Pets uses the personal information we collect from you, either through using our website, or in any other way, electronically, verbally or in writing.

#### What type of information is collected from you?

The personal information collected includes any information that you provide by filling in forms manually or on the website. This includes information provided at the time of registering, requesting further services or subscribing to any service offered by Portobello Pets. Portobello Pets may have requested further information and/or may keep a record of any correspondence along with your IP address.

#### Information such as:

- Name
- Address
- Contact number
- Email address
- Pet information

#### How is your information used?

Portobello Pets review our retention periods for personal information on a regular basis.

Includes but not limited to;

- Providing services
- Seek views, comments or testimonials on the services provided
- Send booking confirmations/reminders

- Send invoice and/or receipts
- Notify you of changes to services
- Any other communications relevant to you.

### **Who has access to your information?**

Portobello Pets will not share any of your personal data with any third parties and will only use your personal data for contacting you in relation to our services.

As per the Policy & Procedures your information may be shared with either your vet or any registered vet for emergency treatment for the wellbeing of your cat/pet, or for lawful purposes.

### **Your choices**

You have a choice about whether or not you wish to receive information from Portobello Pets.

We will contact you for marketing purposes by phone, text message or post if you have given prior consent. You can change your marketing preferences at any time by emailing [portobellospets@gmail.com](mailto:portobellospets@gmail.com).

Your data will be kept on our system for any future bookings, unless you request to delete it.

Portobello Pets will then only keep a record of any relevant book-keeping records for up to 6 years as required by HMRC, such as invoices and receipts.

### **How you can access and update your information?**

You have the right to ask for a copy of the information Portobello Pets hold about you.

Email: [portobellospets@gmail.com](mailto:portobellospets@gmail.com)

### **Security precautions in place**

Portobello Pets take steps to ensure that your personal data is treated securely. This includes up to date anti-virus software and password protected access to computers.

Non-sensitive details such as your email address are transmitted over the Internet, and this can never be 100% guaranteed secure. Whilst Portobello Pets strives to protect your personal information, we cannot guarantee the security of any information you transmit, and you do so at your own risk.

All paper information, such as signed Booking Forms/Agreements are stored securely.

## **Profiling**

Portobello Pets may analyse your personal information to create a profile of your interests and preferences in order to contact you with information felt relevant to you.

## **Data Controller**

Marie Shinn is the data controller and can be contacted at portobellospets@gmail.com or telephone number 07587 652 448.

## **Cookies from our website**

To make Portobello Pets website work properly and to provide viewing data, we place small data files called cookies onto your device.

You can delete all cookies that are already on your computer, and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site, and some services and functionalities may not work.

## **Third party websites**

This privacy policy only applies to Portobello Pets.

## **Changes to our privacy policy**

We keep our privacy policy under review, and we will place any updates on our website. This privacy policy was last updated in February 2024.

## **How to contact us**

Tel: 07587 652 448

Email: portobellospets@gmail.com