

Burnside Dog Home Boarding - Privacy Policy

1. Keeping your data safe

Burnside Dog Home Boarding is committed to safeguarding and preserving the privacy of our customers and keeping their personal data safe and secure, and handling it in accordance with our legal obligations. This Privacy Policy sets out in detail the purposes for which we process the personal data that you provide to us, or that we collect from you when you use this website or make a booking with us, including how we use or disclose it, who we share it with, what rights you have in relation to that data and everything else we think it's important for you to know.

2. Who we are

Burnside Dog Home Boarding is a dog home boarding business. Our website address is: www.burnsidedoghomeboarding.co.uk.

3. Who does this policy apply to?

- a) Anyone visiting our web-site, making an enquiry or booking or interacting with our social media accounts and those of businesses linked to ours. We will collect, use and process certain personal information relating to you for purposes connected to your enquiry or booking.
- b) Your personal data may be processed as part of the following services:
As service provider, Burnside Dog Home Boarding might receive personal data directly from yourself or we might receive it directly from a third party in order to operate the business.

4. Use of Cookies

Our website and booking platform use cookies for bookings, marketing, personalisation, and analysis purposes. A cookie is a small file that stays on your computer until, depending on the type of cookie it is, you turn your computer off or the cookie expires. Cookies collect information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your use of our website or your use of an application on our website, such as IP addresses, times, dates, referring URLs, pages accessed and documents downloaded, types of browser and types of operating system, in order to assist us in improving our website. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data. This statistical data does not identify any personal details whatsoever. You can adjust the settings on your computer to decline any cookies if you wish. This can be done by activating the setting on your browser which enables you to decline the cookies.

5. Booking

All our bookings are confirmed via e-mail. Some consent and onboarding forms may be completed on the website.

To process and manage your booking, Burnside Dog Home Boarding needs to collect and use personal information and data like names, addresses, telephone numbers, e-mails, payment information and information relating to your Pet/s. We

may use this data to contact you in order to manage your booking. This data will be securely stored for a maximum of one year after your booking.

6. Who's in control?

It is important that you understand who is responsible for keeping your data safe. We are the "controller" of all personal data collected and used for the purposes set out in this Privacy Policy. This means that we are responsible for deciding how and why your data is used and for ensuring that your data is handled legally and safely. In certain circumstances we might be the joint "controller" of personal data, for example, alongside the licensing authority or veterinary practice.

7. Types of Personal Information We Collect

In running and maintaining our website and bookings system we may collect and process the following data about you:

- a) Information about your use of our website including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
- b) Information that you voluntarily provide by filling in forms on our website such as your name, address, date of birth, telephone numbers, e-mail address and bank, credit or debit account details. For example, when you register for information, or make a purchase, or contact us via the contact us page.
- c) Information provided to us when you communicate with us by any means.
- d) Any information that you voluntarily provide to us about yourself or third parties when you contact us with feedback, queries, praise, complaints, information and/or comments ("Voluntary Data") in order to enable us to respond to you and to ensure that your communication is appropriately dealt with. If any Voluntary Data you provide includes any Special Category Personal Data, you must make sure that you are happy for us to use that Voluntary Data for the purposes set out in this Privacy Policy.
- e) "Special Category Personal Data" includes personal information relating to your ethnicity, political opinions or religious belief, trade union membership, physical or mental health, sexual orientation, genetic and biometric data.

8. Where do we get your data from?

You will provide us with personal data through web-site visits and booking enquiries, whether by telephone, e-mail, contact forms or text messages.

9. What is our legal basis for using your data?

This section tells you what that legal basis is in relation for each of the purposes set out above. Data protection law says that we must tell you the legal basis that we rely on to process your personal data for the purposes that we have notified to you. We will generally only collect and use your personal information for the primary purposes of:

- a) our general business operations;
- b) effectively providing you with our goods and services;
- c) communicating with you;
- d) responding to your enquiries or complaints;
- e) meeting our legal and regulatory obligations;

- f) conducting, improving and developing a relationship with you;
- g) to inform you of any changes to our website, services or goods and products;
- h) if you have previously purchased goods or services from us we may provide to you details of similar goods or services, or other goods and services, that you may be interested in;
- i) direct marketing such as providing you with information about our products and promotional notices and offers. Such additional information will only be provided where you have consented to receive such information;
- j) where your consent has been provided in advance we may allow selected third parties to use your data to enable them to provide you with information regarding unrelated goods and services which we believe may interest you. Where such consent has been provided it can be withdrawn by you at any time;
- k) improving our website.

10. Data Protection Legislation

This Privacy Policy complies with Data Protection Legislation which means:

- a) Until 25 May 2018, the Data Protection Act 1998; and
- b) Unless and until the General Data Protection Regulation ((EU) 2016/679) (GDPR) is no longer directly applicable in the UK, the GDPR and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK; and then
- c) Any successor legislation to the GDPR or the Data Protection Act 1998.

11. Who do we share your data with?

We do need to share your personal data with some third parties in some circumstances. This could include our veterinary practice, legal and regulatory authorities, insurers, our professional advisors, and other third parties. When we share your personal data with third parties, we ensure that your personal data is kept secure, is only used for the defined purpose, and is held and deleted in accordance with our data retention requirements.

12. How long do we keep your data for?

Your personal information will only be kept for as long as needed for the purpose described in this policy or as otherwise notified to you. We carefully consider how long we keep personal data and we regularly review our information and erase or anonymise personal data when we no longer need it. We consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from its unauthorised use or disclosure, the reason(s) we need to process the information, whether we can achieve these through other means, and any applicable legal or regulatory requirements or available exemptions. If you want more information on how long your personal information is kept for then please contact us. Any Voluntary Data you submit to us will be retained for a period of two years from submission, after which it will be anonymised or deleted unless there is a requirement for us to keep it for longer.

13. What rights do you have?

You have several rights under data protection law. These rights and how you can exercise them are set out in this section. We may ask you for proof of your identity before we can respond to a request to exercise any of the rights in this

section and we may need to ask you for more information, for example to help us to locate the data that your request relates to. We will respond to any requests to exercise your rights as soon as we can and in any event within two weeks of receiving your request and any necessary proof of identity or further information. If your request is particularly difficult or complex, or if you have made a large volume of requests, we may take up to three months to respond. If this is the case we will let you know as soon as we can and explain why we need to take longer to respond.

14. A right to access your information

You have a right to ask us to send you a copy of your all personal data that we hold about you (subject to some exceptions). A request to exercise this right is called a “subject access request” (SAR) and must be made in writing to: [????](#)

Or: Burnside of Ae Glamping, Burnside Farm, Ae, Parkgate, Dumfries, DG1 3LU.

We do not accept SAR’s made via third parties without a letter of authorisation from you sent directly to us confirming that you authorise the third party to act on your behalf. We do not accept SAR requests from platforms where we are required to set up an account in order to provide the response to the SAR.

15. A right to object to us processing your information

You have a right to object to us processing any personal data that we process where we are relying on legitimate interests as the legal basis of our processing. Where we rely on legitimate interests we consider that, on balance, this processing is not disproportionate to your rights and freedoms and any impact this processing may have on you.

If we have compelling legitimate grounds to carry on processing your personal data, we will be able to continue to do so. Otherwise, we will cease processing your personal data.

You can exercise this right by e-mailing: burnsideofaeglamping@gmail.com.

16. A right to have inaccurate data rectified

You have a right to ask us to correct inaccurate data that we hold about you. If we are satisfied that the new data you have provided is accurate, we will correct your personal data as soon as possible. We can refuse to comply with a request for rectification if the request is manifestly unfounded or excessive.

17. A right to have your data erased

You have a right to ask us to delete your personal data in certain circumstances, for example if we have processed your data unlawfully or if we no longer need the data for the purposes set out in this Privacy Policy.

The right does not apply if the processing is necessary for one of the following reasons:

- a) To exercise the right of freedom of expression and information;
- b) To comply with a legal obligation;
- c) For the performance of a task carried out in the public interest or in the exercise of official authority;

- d) For archiving purposes in the public interest, scientific research, historical research, or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of that processing;
- e) For the establishment, exercise or defence of legal claims.

18. A right to have processing of your data restricted

You can ask us to restrict processing of your personal data in some circumstances, for example if you think the personal data is inaccurate and we need to verify its accuracy, or if we no longer need the data but you require us to keep it so that you can exercise your own legal rights. Restricting your personal data means that we only store your personal data and don't carry out any further processing on it unless you consent or we need to process the data to exercise a legal claim or to protect a third party or the public.

19. Comments

When visitors leave comments on the web-site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

20. Contact forms

If you leave a comment on our web-site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

21. Reviews

If you complete a review via our post-booking feedback form, you consent to us including this review on our web-site or on other web platforms and social media providing none of your personal information is included.

22. Social Media

We endeavour to make the social media sharing buttons on our web-site secure. Please be mindful of any suspicious comments, offers, links or activity that may be purporting to be linked to our business. We cannot take any responsibility for third parties, hackers or scammers who may be presenting as us. We will never request personal information via social media and urge anyone engaging with us to be mindful not to disclose personal information other than via web-site or by our telephone or e-mail.

23. Embedded content from other websites

There may be embedded content (e.g. videos, images, articles, etc.) on this web-site from other web-sites. Embedded content from other websites behaves in the

exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

24. Third Party Links

You might find links to third party websites on our web-site. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

25. How can you contact us?

If you have any questions or concerns about this Privacy Policy and/or our processing of your personal data, you can get in touch by:

burnsideofaeglamping@gmail.com

(+44) 07770-741619

Or in writing to:

Burnside Dog Home Boarding
Burnside Farm
Ae, Parkgate
Dumfries
DG1 3LU

We aim to respond within 14 days. If you are not satisfied with the outcome of your enquiry, you can contact the Information Commissioner's Office:

26. What if you have a complaint?

You have a right to complain to the Information Commissioner's Officer (ICO), which regulates data protection compliance in the UK, if you are unhappy with how we have processed your personal data.

You can find out how to do this by visiting: www.ico.org.uk/complaints

Phone: 0303 123 1113

27. What if this policy changes?

We may make changes to this Privacy Policy from time to time. Any changes we make will be posted on the web-site.