



## **GDPR Privacy Notice**

### **Coco's Canine Crèche Privacy Notice**

Coco's Canine Crèche values your custom and your privacy.

This Privacy Policy describes how and why Coco's Canine Crèche collects, uses, and shares information when you contact us regarding our services or purchase items.

### **Personal Information Collected**

This includes your name, address, contact telephone numbers, email address and personal information relating to your dog.

### **How We Use Your Information**

The information you give us will be used for:

Providing our day care or training services, fulfilling retail orders.

### **Keeping Your Data**

All information is kept securely and in line with UK laws.

Information relating to purchases is generally kept for 7 years.

General enquires will be removed from our records after 6 months.

At this time, information sent via FB messenger can only be archived by Coco's Canine Crèche but can be deleted by the sender. Therefore, if you would like this information deleted you can do this at any time directly.

### **Sharing Information**

Coco's Canine Crèche uses third party platforms, including Facebook, which have their own privacy practices that we do not own or control. You can access each of these services' Privacy documents through their own websites.

Your information is never sold by Coco's Canine Crèche.

### **Your Rights**

You may have the right to access and receive a copy of the personal information we hold about you or request the deletion of your personal information.

Unless there are exceptional circumstances (i.e. where we are required to store data for legal reasons), we will generally delete your personal information upon request.

If you live in the EU and wish to raise a concern about our use of your information, you have the right to do so with your local data protection authority.

### **Contact Us**

If you have any questions or concerns, please contact us at:

[woof@cocoscaninecreche.co.uk](mailto:woof@cocoscaninecreche.co.uk)

### **Changes to Our Privacy Policy**

This policy will be under regular review with any updates published.

Last updated 25/5/2018