

Privacy Policy (GDPR)

The

Willow

Cats

Hotel

This privacy notice provides you with details of how we collect and process your personal data.

Personal data means any information capable of identifying an individual. It does not include anonymised data.

**Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us.

We process this data for the purposes of communicating with you

* in an emergency;
* about bookings or reminders;
* to send information

**Customer Data** that includes data relating to any purchases of services such as your name, title, billing address, phone number, contact details, details of cat(s), name of veterinary practice, details of the emergency contact. We process this data to supply the services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.

We will only use your personal data for a purpose it was collected for or a reasonably compatible purpose if necessary.

**Sensitive Data** We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

**DATA RETENTION**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

**YOUR LEGAL RIGHTS**

We are also required to notify customers that under GDPR 2018 individuals have certain rights regarding their data:

* the right to be informed
* the right of access
* the right of rectification
* the right to erasure
* the right to restrict processing
* the right to data portability
* the right to object
* the right not to be subject to automated decision-making including profiling