



## PRIVACY POLICY

Our contact details:

Name: Sausages and Eggs

Phone Number: 07934 496823

E-mail: [contact@sausagesandeggs.com](mailto:contact@sausagesandeggs.com)

Web address: [www.sausagesandeggs.com](http://www.sausagesandeggs.com)

The type of personal information we collect:

We currently collect and process the following information:

- Name, Email Address (via our website contact form)
- Name, Postal Address, Telephone Number, Email Address for both owner and designated emergency contact (via our service booking form)

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To submit a query via our website contact form
- To book our services

We use the information that you have given us in order to:

- Respond to your query submitted via our website contact form
- Contact you before, during and after using our services

We may share this information with:

- Our designated veterinary surgery, Cambridge Veterinary Group, should your dog require veterinary treatment whilst in our care.
- Our local council, South Cambridgeshire District Council, for the purposes of record inspection.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Personal information provided for website contact form:

- (a) Your consent. Providing you do not continue beyond contact and use our services, you are able to remove your consent at any time. You can do this by contacting us at [contact@sausagesandeggs.com](mailto:contact@sausagesandeggs.com)

Personal information provided for booking services:

- (b) We have a contractual obligation. We need to keep a record of your personal information in order to adhere to the conditions of our license. We also need to be able to contact you before, during and after your dog's stay with us.

### How we store your personal information

Your information is securely digitally stored, in password protected files.

We keep you and your designated emergency contact's name, postal address, telephone number and email address for a period of 3 years, from when you last contacted us or used our services. We will then dispose of your information by secure digital deletion.

### Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [contact@sausagesandeggs.com](mailto:contact@sausagesandeggs.com) if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [contact@sausagesandeggs.com](mailto:contact@sausagesandeggs.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>