

Privacy Policy

This privacy policy sets out how I, Sophie Foulger, trading as Soph's Support Services use and protect any information that you give me. Information supplied will be used for the sole purpose of my business in accordance with this privacy statement and the guidelines set by the Information Commissioner's Office (<http://ico.org.uk>). I may change this policy from time to time by updating this page. You should therefore check this page from time to time to ensure that you are happy with any changes.

What I collect

I may collect the following information:

- Full name
- Contact information including home address, telephone number, mobile phone number, email address
- Contact information for your designated emergency contact (including mobile number)
- Information on your pet, including microchip number, vet and insurance details
- Financial information in relation to payment for services
- Market research information to improve the services I offer

What I do with the information I gather

I use the information to provide dog walking and pet care services, to understand your needs and those of your pet, and to provide your pet with good care. Specifically, I will use the information you give me:

- for secure internal record keeping
- to access your pet / home securely and look after your pet in your absence
- to contact you by email, phone, text to confirm bookings, understand the needs of your pet and report on the wellbeing of your pet
- to send occasional invitations to provide feedback / testimonials to help me deliver an excellent service
- accounting purposes

Security

I am committed to ensuring that your information is secure and anonymised where appropriate. In order to prevent unauthorised access or disclosure, I have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information I collect through my website, via email and over the phone.

I use online data services from Wix (website) and Oath, formerly AOL, (email). If you used my website form to contact me, your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. You should read their privacy policy on their website.

Controlling your personal information

I take your privacy very seriously and will protect client confidentiality at all times. I will only collect the minimum information necessary to provide the services you've requested and I will keep the information I hold on you up to date. I will not divulge your personal information to third parties unless I have your permission or am required by law to do so. I will keep your information in line with guidance on records retention periods, and for no longer than it is needed. I will dispose of paper records or delete any electronic personal information in a secure way.

Your Data Rights

Under the General Data Protection Regulation 2016/679 and the Data Protection Act 2018, you have rights as to how your personal information is used. Please see the Information Commissioner's Office guidance on your rights. You may ask for the information that I hold about you at any time by contacting me at sophie.foulger@aol.co.uk

Right to Lodge a Complaint

Please contact me in the first instance if you are not satisfied with how I manage your personal information (sophie.foulger@aol.co.uk). If you follow this procedure and are still not happy you have the right to contact the Information Commissioner's Office (<https://www.ico.co.uk>).

Cookies

Like many websites, this website uses 'cookies'. Cookies are small programs that are transferred to your hard drive to allow a website to recognise you and provide you with a customised service. If you do not want cookies to be used, you can disable them by going to the toolbar of your web browser and clicking on the 'help' button. Follow the instructions that will prevent the browser from accepting cookies or set the browser to inform you when you receive a new cookie. In addition, you may visit this and other websites anonymously through the use of utilities provided by other private companies. Other information: Every computer has an IP (Internet Protocol) address. IP addresses of computers used to visit this site are noted. In addition, other information is collected such as email addresses, browser types, operating systems and the URL address of sites clicked to and from this site.

Links to other websites

My website may contain links to other websites of interest. However, once you have used these links to leave my site, you should note that I do not have any control over that other website. Therefore, I cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

To contact Soph's Support Services

For all enquiries in relation to Soph's Support Services and the content of this policy, please contact me, Sophie Foulger, at sophie.foulger@aol.co.uk