



You may have heard that the data protection regulations in the UK are changing when the new General Data Protection Regulations (GDPR) come into force on 25 May 2018.

All data about you is treated as strictly confidential and is held in accordance with the General Data Protection Regulations (GDPR).

- The completed 'Client Information Sheet' is retained in hard copy in a secure location and is used by Cats Prefur Home only to provide the care for your pets as specified by you on that sheet. This is the only source of your data that we use unless you provide new information to replace any or all of it.
- Should you no longer wish to use our service, your details held in our records will be destroyed. Similarly, a sheet that has not been used after a period of 24 months since previously used will be destroyed by means of shredding.
- Your contact details (name, address, phone number, email address) will additionally be stored by Pet Sitter Software as a Software Service provider to Cats Prefur Home. The details will be used (the method of contact being initially agreed on the client information form) Pet Sitter Software have their own Privacy Policy and are GDPR Compliant.
 - to confirm / arrange future bookings or arrangements (email/text/WhatsApp as agreed)
 - to send invoices in respect of bookings (email)
 - to update you on your pets whilst you are away (email/text/WhatsApp as agreed)
 - Please let us know at any time should you wish that method to be changed or if you subsequently want your details removing from this.
- Your personal information will not be shared with other persons or organisations. However, if there is an emergency whereby Cats Prefur Home is suddenly unable to care for your pet whilst you are away, a process is in place whereby care can be arranged to ensure the safety of your pet.

Emergency Contact Details

Sometimes emergencies occur, either regarding a pet, or with regard to your house. Please ensure you provide your contact details and those of an emergency contact on the 'Client Information Sheet'.

If the emergency contact (or you) is not available we reserve the right to consult with your registered veterinary surgeon and then make a decision which is in the best interests of the animal.

Updates

If you have previously used our service, please let us know of any changes. For example, your contact numbers, your pet's care needs, emergency contact details and other pertinent information.

My website: www.catsprefurhome.co.uk is hosted by Wix which have their own Privacy Policy and are GDPR Compliant.