



<https://www.wagwags.co.uk>
Privacy notice

I am WagWags Dog Grooming. In this privacy notice I will refer to myself as 'I' , 'me' or 'my'.

You can get hold of me in any of the following ways:

- (a) by phoning me on (+44) 74860 303663;
- (b) by e-mailing me at emma@wagwags.co.uk;

I take the privacy, including the security, of personal information I hold about you seriously. This privacy notice is designed to inform you about how I collect personal information about you and how I use that personal information. You should read this privacy notice carefully so that you know and can understand why and how I use the personal information I collect and hold about you.

If you have any questions about this privacy notice or issues arising from it then you should contact me, Emma, who is responsible for matters relating to data protection at Wagwags, including any matters in this privacy notice. You can contact me using the details set out above.

I may issue you with other privacy notices from time to time, including when I collect personal information from you. This privacy notice is intended to supplement these and does not override them.

I may update this privacy notice from time to time. This version was last updated on 29th March 2023.

1. Key Definitions

The key terms that I use throughout this privacy notice are defined below, for ease:

Data Controller: under UK data protection law, this is the organisation or person responsible for deciding how personal information is collected and stored and how it is used.

Personal Information: in this privacy notice I refer to your personal data as ‘personal information’. ‘Personal information’ means any information from which a living individual can be identified. It does not apply to information which has been anonymised.

2. Details of personal information which I collect and hold about you

2.1 Set out below are the general categories and in each case the types of personal information which I collect, use and hold about you:

General Category	Types of Personal Data in that category
Identity Information	This is information relating to your identity such as your name (including any previous names)
Contact Information	This is information relating to your contact details such as e-mail address, addresses and telephone numbers.

2.2 The types of personal data I collect about you may differ from person to person, depending on who you are and the relationship between us.

3. Details of special information which I collect and hold about you

4. **Details of how and why I use personal information**

4.1 I am only able to use your personal information for certain legal reasons set out in data protection law. There are legal reasons under data protection law other than those listed below, but in most cases, I will use your personal information for the following legal reasons:

(a) **Contract Reason:** this is in order to perform our obligations to you under a contract I have entered into with you;

(b) **Legal Obligation Reason:** this is where I have to use your personal information in order to perform a legal obligation by which I am bound;

and

(c) **Consent Reason:** this is where you have given me your consent to use your personal information for a specific reason or specific reasons.

4.2 Where I rely on consent for a specific purpose as the legal reason for processing your personal information, you have the right under data protection law to withdraw your consent at any time. If you do wish to withdraw your consent, please contact me using the details set out at the beginning of this notice. If I receive a

request from you withdrawing your consent to a specific purpose, I will stop processing your personal information for that purpose, unless I have another legal reason for processing your personal information, in which case, I will confirm that reason to you.

- 4.3 Under data protection laws I can only use your personal information for the purposes I have told you about, unless I consider that the new purpose is compatible with the purpose(s) which I told you about. If I want to use your personal information for a different purpose which I do not think is compatible with the purpose(s) which I told you about then I will contact you to explain this and what legal reason is in place to allow me to do this.

5. Details of how I collect personal information and special information

- 5.1 I usually collect Identity Information (Full Name) and Contact Information (email address, telephone number) directly from you when you fill out our contact form or when you contact me by e-mail, telephone, or WhatsApp.

6. Details about who personal Information may be shared with

- 6.1 Your personal information (full name, contact information) will only be used for the purposes of replying to your contact form request, returning your telephone calls, WhatsApp messages or Email messages.
- 6.2 I do not sell or trade any of the personal information which you have provided to me.

7. Details about transfers to countries outside of the EEA

- 7.1 I do not transfer your personal information to anyone, inside or outside of the EEA.

8. Details about how long I will hold your personal information

- 8.1 I will only hold your personal data for as long as is necessary. How long is necessary will depend upon the purposes for which I have collected the personal information and whether I am under any legal obligation to keep the personal information (such as in relation to accounting or auditing records or for tax reasons). I may also need to keep personal information in case of any legal claims including in relation to any guarantees or warranties which I have provided with the services.

9. YOUR RIGHTS UNDER DATA PROTECTION LAW

9.1 Under data protection laws you have certain rights in relation to your personal information, as follows:

- (a) **Right to request access:** (this is often called 'subject access'). This is the right to obtain from me a copy of the personal information which I hold about you. I must also provide you with certain other information in response to these requests to help you understand how your personal information is being used.
- (b) **Right to correction:** this is the right to request that any incorrect personal data is corrected and that any incomplete personal data is completed.
- (c) **Right to erasure:** (this is often called the "right to be forgotten"). This right only applies in certain circumstances. Where it does apply, you have the right to request me to erase all of your personal information.
- (d) **Right to restrict processing:** this right only applies in certain circumstances. Where it does apply, you have the right to request me to restrict the processing of your personal information.
- (e) **Right to data portability:** this right allows you to request me to transfer your personal information to someone else.
- (f) **Right to object:** you have the right to object to me processing your personal information for direct marketing purposes.

9.2 If you want to exercise any of the above rights in relation to your personal information, please contact me using the details set out at the beginning of this notice. If you do make a request then please note:

- (a) I may need certain information from you so that I can verify your identity;
- (b) I do not charge a fee for exercising your rights unless your request is unfounded or excessive; and
- (c) if your request is unfounded or excessive then I may refuse to deal with your request.

10. Complaints

If you are unhappy about the way that I have handled or used your personal information, you have the right to complain to the UK supervisory authority for data protection, which is the Information Commissioner's Office (**ICO**). Please do contact

me in the first instance if you wish to raise any queries or make a complaint in respect of my handling or use of your personal information, so that I have the opportunity to discuss this with you and to take steps to resolve the position. You can contact me using the details set out at the beginning of this privacy notice.

11. Third Party Websites

My website may contain links to third party websites. If you click and follow those links then these will take you to the third party website. Those third party websites may collect personal information from you and you will need to check their privacy notices to understand how your personal information is collected and used by them.