

Beechcroft Cats Hotel Ltd Privacy Policy

Our contact details

Name: Beechcroft Cats Hotel Ltd

Address: Waunwaelod Way, Caerphilly, CF83 1BD

Phone Number: 02920 888042

Web: www.catshotel.com

E-mail: bookings@catshotel.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details, telephone numbers, email addresses).
- Details of your cat and vet practice used.
- Information about your use of our website, for example but not limited to; pages visited, location, usage stats.
- Financial information, credit card details.

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:

- You have made an enquiry about our boarding services or registered as a customer on our management system.
- We may collect information when you communicate with us by any means.

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

- Provide you with information about our products or services.
- Keep you informed from time to time about our services and products and any changes to them.
- Inform you of any upcoming promotions or offers.
- Enable you to pay for the goods and services you require.

We may share this information with

- Financial institutions such as WorldPay.
- Revelation Pets who provide us with cloud-based management software.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting bookings@catshotel.com
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (f) We have a legitimate interest.

How we store your personal information

Your information is securely stored on servers. However, we cannot guarantee the security of data transmitted to us over the internet. Any transmission of data by you, for example, by email, is at your own risk.

We keep information supplied by you for the amount of time reasonably expected to provide the service to you. We also keep records for business purposes and to comply with our obligations to various governmental and local authority departments. We keep your information typically for 7 years.

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 object to processing - You have the the right to object to 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 bookings@catshotel.com, or write to us at Beechcroft Cats Hotel, Waunwaelod Way, Caerphilly, CF83 1BD, 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 Admin, Beechcroft Cats Hotel, Waunwaelod Way, Caerphilly CF83 1BD.

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>