

# Privacy Policy

## Our contact details

HELSTON HAPPY HOUNDS

07956625074

38 PLOVER AVENUE

HELSTON

CORNWALL, TR13 8FW

helstonhappyhounds@gmail.com

23/11/2025

## The personal information we collect

*We collect the following personal information*

*1 .Name 2. Address 3.Email Address. 4. Telephone number*

## How and why we collect personal information

*We collect this when you fill out our contact form and subsequently on our full dog booking form that is filled out prior to boarding or dog walking.*

*We share your email with Formspree for processing,. Information is shared on Cognito Forms for processing. We never sell any personal information*

*You have the right to withdraw consent to data processing at any time by contacting us .*

## Lawful bases for processing personal information

Under the UK General Data Protection Regulation (UK 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 helstonhappyhounds@gmail.co.uk
- (B) We have contractual obligation.
- (C) We have a legal obligation.
- (D) We have vital interest.
- (E) We need it to perform a public task.
- (F) We have a legitimate interest.

## How your personal information is stored

*Your data will be stored securely using HTTPS secured website with SSL encrypted login. Your data is only kept for as long as you have an active booking and is deleted once the stay is over.*

## 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.**

### How to contact us if you wish to make a request

*E-mail : [hesltonhappyhounds@gmail.com](mailto:hesltonhappyhounds@gmail.com)*

*Phone Number: 07956625074*

*38 PLOVER AVENUE*

*HELSTON*

*CORNWALL, TR13 8FW*

### Complaints Procedures

*If your wish to make a complaint please contact us. Using the details provided. Alternatively you can make a complaint directly to the Information Commissioner's Office*

**The ICO's Address:**

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

**Helpline Number:** 0303 123 1113

**ICO website:** [www.ico.org.uk](http://www.ico.org.uk)