

## **Policies to protect my clients and their animals in my care.**

### Data Protection

The Winsford Dog School;  
Proprietor: Mrs. Suzanne Reilly. BSc. LCGI.

The Winsford Dog School collects data from their clients for registration purposes only. If applying on line through the website there is a form to fill in or on our first meeting they will be asked to fill out the same registration form.

Each new client is given our Data Protection Policy within a Welcome Booklet on our initial meeting.

The legal basis for processing this form is to follow legislature that states that we (Winsford Dog School) will not share any information with a third party for any reason.

The information is used purely as background information that gives: contact numbers, email address', inoculation dates, age of dog, gender and finally any information that would be helpful to me during the training sessions, whilst the dog is within my care.

The data will be stored with us until the client leaves the WDS (Winsford Dog School).

### Complaints Policy.

The Complaints Policy is also given to the client in our Welcome Booklet, this fully explains to the clients how to proceed if they should have cause to complain. Whether it is a written or a verbal complaint, it will be fully addressed within fourteen days.

### The Rights of the Client.

The rights of the client are upheld at all times. The rights of the 'Dog', is shown in our Animal Welfare Policy ( within our Welcome Pack). This follows Defra guidelines.

Care and Protection of Dogs / Pets in my care policy follows the Animal Welfare Act 2006/13 Defra, inclusive of the section in the Highway Code referring to the transportation of dogs in cars (this policy is to be also found in the Welcome Pack).