



Manchester & Cheshire Dogs' Home

GDPR / Privacy Policy

Manchester & Cheshire Dogs' Home is the name under which the Manchester and District Home for Lost Dogs' operates. The Manchester and District Home for Lost Dogs' is a company limited by guarantee, company no. 887353 and a charity, reg. charity no. 1001346.

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website/app or trade with us in anyway.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Copies of passports, driving licences, utility bills, amongst others for identification purposes.

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Adopt/Claim or have an animal treated by the organisation.
- Volunteering with the organisation
- Attending certain event

Our Company may also receive your data indirectly from the following sources:

- The Local Authority with which we have Service Level Agreements.

How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account.
- Email you with special offers on services we think you might like.
- Keep you informed if your dog is brought into us as a stray.
- Promote Fundraising campaigns we think you may be interested in.

If you agree, Our Company will share your data with our partner companies so that they may offer you their products and services.

- Petplan – If you disagree, we will not be able to provide you with the 4 weeks free insurance offer.

Our Company will share your data with the Local Authorities we have service level agreements in place with to allow them to fulfil their statutory obligation for Stray/Abandoned dogs.

How do we store your data?

Our Company securely stores your data at the following locations:

Manchester Dogs' Home, Crofters House, Moss Brook Road, Harpurhey, Manchester, M9 5PG.

Cheshire Dogs' Home, 225 Knutsford Road, Grappenhall, Warrington, Cheshire, WA4 3JZ.

And is stored in the following way:

Dog Adoptions, Fosters, Claims, veterinary treatments/surgeries – your information stored on the company shelter management software. Hard copies of ID's etc are kept in a lockable cabinet.

Donations (monetary) – your information is kept on the company donor management software.

Volunteers – Applications are kept in lockable filing cabinets/draws with access limited to authorised staff.

Stray Dog Paperwork – Stored in a lockable filing cabinet until archived and then in a secure office with access limited to authorised staff

Our Company will keep your data for between 12 months and 10 years, dependant on the legal requirements of the date.

Once this time period has expired, we will delete your data by Secure deletion of electronic data or shredding of hard copy information.

Marketing

Our Company would like to send you information about services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date.

If you no longer wish to be contacted for marketing purposes, please contact:

Manchester Dogs' Home, Crofters House, Moss Brook Road, Harpurhey, Manchester, M9 5PG

0844 504 1212 or appeals@dogshome.net

What are your data protection rights?

Our Company would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

- The right to access - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

How to contact us?

We may contact us at the following address, or by telephone or email.

Manchester Dogs' Home
Crofters House
Moss Brook Road
Harpurhey
Manchester
M9 5PG

T: 0844 504 1212

E: appeals@dogshome.net

How to appropriate authorities?

We are registered with the Information Commissioner.

More information about the best way to contact them can be found at <https://ico.org.uk/>

Policy Updates

We may change or amend this policy at anytime without further notice.