

# Buggy's Buddies Data Protection Policy

## 1. Introduction

### Purpose

Buggy's Buddies is committed to protecting the personal information of our customers. This Data Protection Policy outlines our approach to handling personal data to ensure it is collected, used, stored, and disposed of securely and in compliance with relevant laws and regulations.

### Scope

This policy applies to all employees, contractors, and partners of Buggy's Buddies who have access to or handle personal data.

## 2. Data Collection

### Types of Data Collected

We collect the following types of personal data from our customers:

- Full name
- Home address
- Email address
- Phone number
- Pet Details
- Vet Details

### Purpose of Data Collection

We collect this data to:

- Provide and improve our services
- Communicate with customers regarding their bookings and services
- Respond to customer inquiries and support requests

## 3. Data Protection Measures

### Security Measures

- **Access Controls:** Access to personal data is restricted to authorized personnel only. Employees are granted access based on their role and responsibilities.
- **Physical Security:** Personal data stored in physical form is kept in secure, locked locations.

## **4. User Rights and Consent**

### **Obtaining Consent**

- Buggy's Buddies often takes photos during visits and walks to document our time. We will obtain consent from customers before sharing this on social media.
- Customers have the right to withdraw their consent at any time by contacting us.

### **User Rights**

Customers have the right to:

- Access their personal data
- Request corrections to inaccurate or incomplete data
- Request the deletion of their data
- Object to the processing of their data
- Request the restriction of data processing

## **5. Data Retention and Disposal**

### **Retention Periods**

- Personal data is retained only for as long as necessary to fulfill the purposes for which it was collected or as required by law.
- Data that is no longer needed is securely deleted or anonymized.

### **Disposal Methods**

- Digital data is securely erased using industry-standard methods.
- Physical data is shredded or otherwise rendered unreadable before disposal.

## **6. Incident Response**

### **Data Breach Response**

- In the event of a data breach, we will take immediate steps to contain and mitigate the impact.
- Affected individuals will be notified as soon as possible, along with relevant authorities if required by law.
- We will investigate the cause of the breach and implement measures to prevent future incidents.

## 7. Compliance and Review

### Legal Compliance

- Buggy's Buddies complies with all applicable data protection laws and regulations, including the GDPR and CCPA.
- We regularly review our data protection practices to ensure ongoing compliance.

### Policy Review

- This policy is reviewed annually or as needed to reflect changes in our practices or legal requirements.
- Employees are trained on data protection practices and policy updates regularly.

## 8. Wix and GDPR Compliance

### Use of Wix

- Buggy's Buddies uses Wix to build and manage our website.
- Wix provides a secure platform for hosting our website and storing personal data.

### Wix's GDPR Compliance

- Wix is committed to GDPR compliance and has implemented various measures to protect personal data, including:
  - **Data Processing Agreements:** Wix has data processing agreements with its customers and subprocessors to ensure data protection compliance.
  - **Encryption:** Wix encrypts data in transit and at rest to protect against unauthorized access.
  - **Access Controls:** Wix employs strict access controls and monitoring to safeguard data.
  - **Data Subject Rights:** Wix supports the rights of data subjects to access, correct, and delete their personal data.
  - **Data Breach Response:** Wix has procedures in place to detect, respond to, and mitigate data breaches, including notification processes.

### Our Responsibility

- While Wix provides a secure platform, Buggy's Buddies is responsible for ensuring that the data we collect and store via Wix is handled in compliance with GDPR.
- We ensure that our use of Wix aligns with GDPR requirements by:
  - Keeping our Wix-based systems updated and secure.
  - Managing access to our Wix account to authorized personnel only.
  - Regularly reviewing our data protection practices and Wix's security measures.

## **9. Contact Information**

For questions or concerns about this Data Protection Policy or to exercise your data rights, please contact us at:

### **Buggy's Buddies**

Email: [rachel@buggysbuddies.com](mailto:rachel@buggysbuddies.com)

Phone: 07505934353

Address: Plymouth, PL1