TAIL TALK

CLIENT PRIVACY POLICY

This privacy notice tells you what to expect us to do with your personal information.

CONTACT DETAILS:

Tail Talk Contact: Susan Berryman
Telephone: 07896 814476
Email: susan@tail-talk.co.uk

WHAT INFORMATION WE COLLECT, USE, AND WHY:

We collect or use the following information to provide dog training services:

- Name, address and contact details
- Health information if relevant (in case we need you to sign a waiver prior to training sessions)
- Information about your dog (e.g. general details, information about training, behaviour, health issues)
- Photographs or video recordings (where permission is given)

LAWFUL BASES AND DATA PROTECTION RIGHTS:

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

- **Your right to erasure** - You have the right to ask us to delete your personal information.

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.

- **Your right to object to processing** - You have the right to object to the processing of your personal data.

- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to you.

Your right to withdraw consent

- When we use consent as our lawful basis you have the right to withdraw your consent at any time.
- If you make a request, we must respond to you without undue delay and, in any event, within one month.
- To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for collecting or using personal information to provide dog training services is:

Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

WHERE WE GET PERSONAL INFORMATION FROM:

Directly from you online via email, our booking forms and/or questionnaires or over the telephone.

HOW LONG WE KEEP INFORMATION:

We will keep your personal information for the duration of your participation in Classes and/or 1:1 Sessions. If you consent to us using photos or videos on our website and/or social media, they will continue to be used unless you request them to be removed.

HOW TO COMPLAIN:

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

Privacy Policy Last Updated: 15th October 2025.