

Privacy Policy



Cress Green Cattery is committed to protecting and respecting your private and personal details. Any information we collect will only be used by the staff of Cress Green Cattery and for the purpose it is intended for; except in special circumstances as detailed below.

In order to comply with the General Data Protection Regulation (GDPR), we do update this policy from time to time so please do review this policy regularly.

What information do we collect?

To ensure we are in line with the CIEH model licence conditions it is important that we collect certain personal information from you when we register you as a client. Your name, address, phone numbers and email address along with details of an emergency contact (for whom you are responsible for obtaining permission from in order to supply us with their name and a means of contacting them) are all essential for the smooth running of Cress Green Cattery. We also collect information about your cat with the details of your own veterinary practice to ensure we can provide the best care should any issues arise whilst your cat is boarding with us.

What do we use this information for?

The information supplied by you may be used in the following ways:

1. To register you on to our *booking system, which we use to keep records of your pets boarding history with us. To track day to day information as is necessary for the running of the cattery and to produce invoices and receipts.
2. To contact you, your emergency contact or your own veterinary practice should any issue arise whilst your cat is boarding with us.
3. From time to time we may send you promotional emails and information about our services, products, offers and other information as appropriate.

*Our booking system is provided by a third party operator, Kennel Booker, whose own privacy policy can be view at www.kennelbooker.com/Privacy and we would encourage you to take the time to review this policy.

How do we keep your information safe?

We hold customers information in two ways:

Digitally: This is used for our booking system and keeps track of our customers activity with us. We

do not keep these records on any hard disks or computers as we use a cloud based booking system which is provided by a third party, as detailed above, whose own privacy policy can be view at www.kennelbooker.com/Privacy

Hard Copy: Our Customer Record and Consent Form is a paper form that we require all customers to fill out. We also keep copies of invoices and receipts for accounting purposes and whilst your cat is boarding with us we require that their vaccination certificate is also left with us. These paper documents are stored and locked in our offices.

How long do we keep this information for and how do we dispose of it?

The information you give us will be kept as long as you remain a customer of Cress Green Cattery and should you cease to use our services it will be deleted from our customer database within two years of your pets last stay and any paper copies (excluding invoices and receipts) will be shredded. Customers do also have a 'right to be forgotten' and may request that their personal data be erased from our records at any time.

Sharing your information

We will not share or sell your information to any third party for the purposes of marketing.

Information will only be shared where there may be an appropriate legal reason to do so or should your pet require medical attention by a vet and only information relevant to that situation will be shared.

Our Website

Our website may collect personal information from you should you use your online contact form and these details may be stored manually and/or electronically.

Our website may also track certain information about you during the course of your browsing, such as your IP address and browser identification and may also use cookies (small files that a site or service provider transfers to your computers hard drive through your web browser). Such information collected will only be used for analytical purposes, in order for us to improve our website and services or to improve your browsing experience whilst on our website and will not be used by us to personally identify an individual. If you prefer block these cookies you can do so through your own browsers settings; some functions of the website may however cease to operate properly if you do so.

Requesting your information

You are entitled by law to request a copy of the information that we hold for you by submitting a Subject Access Request. All such requests will be subject to a £10 administration fee and verification of identification before any information can be released.