**Data Protection and Usage Policy**

**What information do we collect?**

The Critter Clan collects customer data including names, addresses and contact details via our online forms and stores these to provide services and evidencing work for our accounts system. We do not consider the information we store to be sensitive.

**Why do we collect this information?**

This data is collected to administer our services and keep in touch with clients before their date of service. In digitally signing and agreeing to our terms and conditions you are acknowledging and consenting to us storing your information for business purposes only.

**Where do we keep this information?**

If a hard copy exists it is kept in a locked box in a safe place and physically destroyed when no longer necessary. E-copies are stored on password-protected devices and is destroyed when no longer needed.

**Will we send you marketing information?**

No, we hate receiving unsolicited marketing information, even from companies and businesses we have purchased from so we do not expect our customers to receive it from us.

**Who has access to your information?**

David and Morven Marsh.

**Do you have access to your information?**

You have Subject Access Rights to view all the data we hold for you, if you wish to view this data please submit a request in writing to hello@thecritterclan.co.uk and your request will be processed within 28 days.

If you have any queries please do not hesitate to contact [hello@thecritterclan.co.uk](mailto:hello@thecritterclan.co.uk)

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