

Towpath Tails Dog Park - Privacy Notice

We take the security of your data seriously.

The General Data Protection Regulation (GDPR) requires that we provide privacy information regarding the information we hold for each of our customers.

In relation to this the trading name of organisation is Towpath Tails Dog Park Limited and the contact details are:

David Whitehead, Isaac Whitehead and Shelley Whitehead
Towpath Tails Dog Park Limited, C/o Lock House, Wootton Rivers, nr. Marlborough, Wiltshire.
Telephone Number: 07891 761705
Email: hello@towpathtails.com

Our ICO reference number is – A8991458

By completing a booking you are opting in and agreeing to Towpath Tails Dog Park Limited keeping your data as stated below.

Purpose

The purpose of the data we obtain is simply to allow yourselves the ability to book date and time slots within the Towpath Tails Dog Park facility and to pay charges for the booking as set out on the Towpath Tails website. We use a third party booking and payments system (Wix.com) to do this and your e-mail address is used to send you confirmations and reminders of your bookings, or to advise you of relevant communications such as holidays, field maintenance or closures.

Your name, email address and phone number is obtained via the booking process in order that we may contact you to resolve any queries. This data is supplied purely by yourselves and not imported from or transferred to any other parties - other than via the Wix booking and payment system as necessary to process bookings, payments and refunds. Your data will never be sold, leased or shared with any third party.

All data is held securely by the Wix system and with the exception of your name and payment transaction amount, which we use for booking and financial reconciliation processes, no data is recorded on any local devices.

This data is retained for as long as you wish to continue to use the facility, should you wish to exercise your right to have that data removed simply contact ourselves and we will delete your record. Similarly, should you require a copy of any information we hold on your behalf, or request that your information is corrected in some way simply contact us by phone or e-mail in the first instance.

There is no need to supply this data as part of a statutory or contractual obligation and no decision making or profiling is carried out on your information.

We do not offer a registration system and details are only maintained within the Wix.com system in relation to your bookings and payments.

We may from time to time send you news and updates about Towpath Tails by email where this is relevant to your use of the facilities. Please email us if you wish to opt out of receiving general communications.

Storing data

Your contact data is held electronically by our booking and payment system Wix.com connected to our website.

If you email us at hello@towpathtails.com directly, your email details may also be retained in our Outlook email system.

Our website, booking system and Outlook are fully encrypted and password protected, and your data can only be viewed by the Towpath Tails administrators.

Please note that we will keep your data within the Wix system for a maximum of twelve months. If within those twelve months you have not visited Towpath Tails, we will delete all your data from our booking system, unless we are required to maintain details longer in relation to financial payments.

If you do visit Towpath Tails Dog Park we will keep your information for as long as you use the facilities, (or up to one year after your last visit, subject to any legal retention requirements, unless you contact us to remove your data before one year has passed) but we will not contact you with news/events. Details removed from the booking system will still be kept on file for the minimum time allowed for tax purposes.

Social Media

Any news/events will also be shared via social media platforms especially our Facebook public and group pages. If you follow, like or join the group pages or social media platforms, or post to our social media pages or via our google page, Towpath Tails Dog Park Limited will consider this to be affirmation of your consent for any comments or photos you post to be shared among Towpath Tails related pages and the website (please note we do not have control over others sharing your photos, comments etc if shared on our public page) unless you notify us by email as otherwise.

By messaging Towpath Tails Dog Park Limited, it is deemed that you have given us permission to contact you via the same message thread unless you inform us otherwise. You have the right to leave or unfollow any or all Towpath Tails social media accounts as you wish.

If you wish to know what data we hold, and by whom it can be viewed, please contact us by email on hello@towpathtails.com or write to Towpath Tails Dog Park Limited, Lock House, Wootton Rivers, Wiltshire, SN8 4NQ

This Privacy Policy was last updated June 2021