



Positive Training



Your Personal Data and Us

Developing Emotional Intelligence in Puppies (DEIP) is the company that runs 'Positive Puppy Training'. During your relationship with DEIP, we will ask you to share some sensitive personal data with us. We take the safekeeping of this information very seriously and data protection is at the forefront of everything we do.

The data we request from you is needed in order for us to assess the context and complexity of each individual case. Your data is held on a secure server that is encrypted and only accessible by authorised personnel. Details of our server host and their accreditations are available upon request.

In compliance with the Royal College of Veterinary Surgeons (RVC) Guidelines, all clinical records will be kept for a minimum of 5 years and are readily available to you under the general data protection regulations. All requests for this information must be submitted in writing to the address below and we will endeavour to comply with your request within 28 days from the date of receipt.

There will be some instances in which we will need to share your data, e.g.: with your insurance company, your general veterinary practice who have referred you to us and to other veterinary professionals where required. Any other instances that may require the sharing of your data will always be authorised with yourself prior to the information being sent.

At DEIP, we will take numerous photographs and videos in order to assist the clinical team in assessing each individual case. These video's will be treated as any other personal data and will only be shared where necessary and with prior consent.

As a customer who entrusts DEIP with their personal data, you have the right to escalate a concern or complaint to The Information Commissioners Office (ICO). This can be done via www.ico.org.uk or by calling 0303 123 1113.

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