



## **DEIP Ltd – Privacy Statement**

Developing Emotional Intelligence in Puppies (DEIP) is the company that runs ‘Positive Puppy Training’. This privacy notice tells you what to expect when DEIP collects personal information. It applies to all the information we collect about:

- Visitors to our website and social media platforms
- People who use our services, e.g.: who subscribe to our newsletter, mailing list or request advice from us.
- People who notify under the Data Protection Act
- Job applicants and our current and former employees
- Referring MRCVS Vets whom refer to DEIP
- Clients whom have been referred to DEIP and any other persons who reside at the same household address

### **Visitors to our websites**

When someone visits [www.behaviouralreferrals.co.uk](http://www.behaviouralreferrals.co.uk) we use a third party service, google analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, this will be clearly and explicitly explained. We will make it clear when we collect personal information and will explain what we intend to do with it.

### **People who contact us via social media**

If you send a private or direct message via social media the message will be stored on our social media account unless you request that we delete/erase it.

### **People who e-mail us**

We use Transport Layer Security (TLS) to encrypt and protect e-mail traffic in line with the Royal College Of Veterinary Surgeon’s (RCVS) requirement’s. If your e-mail does not support TLS, you should be aware that any emails we send or receive might not be protected in transit.

## **People who make a complaint to us**

When we receive a complaint, we make up a file containing the details of that complaint. This normally contains the identity of the complainant and any other individuals involved in that complaint.

We will only use the personal information we collect to process the complaint and to check the level of service we provide. We usually have to disclose the complainant's identity to whomever the complaint is about. This is inevitable where, for example, the accuracy of the person's record is in dispute. If a complainant does not want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for 5 years from closure. It will be retained in a secure environment and access to it will be restricted according to the need to know principle.

## **People who make enquiries to us**

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues to check on the level of service we provide.

## **People who notify under the data protection act 1998**

Many businesses are required by law to 'notify' certain specified information to the information commissioner. This may contain personal information, for example, where the business is a sole trader. The ICO compiles this information into a register, which it is required by law to be made publicly available.

## **Job applications, current and former employees**

DEIP is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact [DEIP2@brvp.co.uk](mailto:DEIP2@brvp.co.uk)

All the information you provide during the process will only be used for progressing your application, or to fulfil legal or regulatory requirements as necessary. We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any information outside of the European Economic area. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for. We do not collect more information than we need to fulfil our stated purposes and will not retain this information for longer than is necessary.

DEIP Ltd

10 Rushton Drive, Upton, Chester, Cheshire, CH2 1RE  
Tel: 01244 377 365 E-mail: [DEIP2@brvp.co.uk](mailto:DEIP2@brvp.co.uk)

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you do not provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

Our hiring managers shortlist applications for interview. They will not be provided with your name or contact details or with any equal opportunities information if you have provided it.

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- We will contact your referees directly using the details you provide in your application, in order to obtain references

If we make a final offer, we will also ask you for the following information:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work
- Membership of a Civil Service Pension scheme – so we can send you a questionnaire to determine whether you are eligible to re-join your previous scheme.

### **Your rights under the Data Protection Act**

Under the Data Protection Act 1998, you have rights as an individual, which you can exercise in relation to the information we hold about you.

### **Access to your personal information**

ICO tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a ‘subject access request’ under the Data Protection Act 1998. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- Let you have a copy of the information in an intelligible form.

To make a request to DEIP for any personal information we may hold you need to put the request in writing addressing it to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by writing to the address below. .

### **Disclosure of personal data/information**

In many circumstances, we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- How we check that the information we hold is accurate and up to date.

### **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 22<sup>nd</sup> February 2018.

### **How to contact us**

If you want to request information about our privacy policy you can e mail us at [DEIP2@brvp.co.uk](mailto:DEIP2@brvp.co.uk) or write to us at:

DEIP Ltd

10 Rushton Drive

Upton

Chester

Cheshire

DEIP Ltd

10 Rushton Drive, Upton, Chester, Cheshire, CH2 1RE

Tel: 01244 377 365

E-mail: [DEIP2@brvp.co.uk](mailto:DEIP2@brvp.co.uk)

CH2 1RE