



Policies And Procedures including General Data Protection Regulation GDPR

Aims

Our aim, at **Jack and Pals Therapy Dogs**, is to provide companionship, friendship and happiness to all we visit. This maybe in a school, a hospital, hospice, care home, nursing home, a day care centre or a business setting. We visit with our own dogs, who have been temperament assessed and then registered with Jack and Pals Therapy dogs as being suitable dogs to carry the title of therapy dog.

All our volunteer members are volunteers and act on behalf of Jack and Pals Therapy Dogs. They follow our code of conduct and our objectives.

- We set out our aims for both our volunteer members and their registered therapy dogs.
- We set out our aims for those we visit and the unique relationship that our volunteer members, their dogs and those we visit.
- We understand and respect the role that support workers, teachers, health professionals, administrative staff and carers as well as ancillary professionals and visiting professionals play during our visits.
- Acknowledge the role that therapy dogs play in the lives of the people we visit.
- To ensure that we uphold the best experiences we can during our visits.
- We are committed to creating a diverse, equitable, and inclusive environment where everyone feels valued, respected, and empowered to contribute their unique talents. We acknowledge the diverse community we live and operate in.

General principles

- All Jack and Pals Therapy Dogs undergo a process before being accepted as a volunteer member. We ensure that the dogs are healthy and assigned to a vet. They also undergo a temperament assessment by an assessor to ensure they are suitable to become a Jack and Pals Therapy Dog.
- Volunteer members will liaise if they have any concerns during their visits or with the places they visit.
- Volunteer members will meet regularly, in person and on-line meetings to share experiences and provide support to other members. Any concerns can be discussed with any volunteer members without prejudice.
- Before becoming a volunteer member, prospective members will be asked for two-character references who have known them for two years or more to confirm that they are a suitable person to become a volunteer member with Jack and Pals Therapy Dogs.
- Our volunteer members will work closely with any organisation they visit and comply with any reasonable requests when on their premises.

Principles of good practice

- Our volunteer members and their dogs will endeavour to ensure that any risk on their visits is minimal.
- Our volunteer members will adhere to the policies of the organisations visiting and following their policies and procedures

Jack and Pals Therapy Dogs have rights as visitors

- They should be given clear and concise information during their visits.
- Feel that they are appreciated on their visits.
- Be kept safe from danger and harm during their visits.
- Have the right to remove themselves from any visit at any time without explanation.

Jack and Pals Therapy Dogs volunteer members have a responsibility to:

- Uphold the values of Jack and Pals Therapy dogs during their visits.
- Ensure confidentiality during visits and observe the requests of people visited.
- Ensure their dog is clean, healthy and groomed
- Jack and Pals Therapy dogs have a group of experienced volunteers who are on hand to support any volunteer member to give support, advice or comfort at any time.
- In return, Jack and Pals Therapy Dogs as a members group will together inform and support all its members.
- They will inform them of any changes to policy and procedures.

Jack and Pals Therapy Dogs will:

- Ask any prospective volunteer members for two references prior to joining.
- Not accept any new member if they feel they or their dog do not meet our criteria.
- Extend the right to let go any volunteer member who falls below our aims and policies.

Jack and Pals Therapy Dogs extended responsibilities towards the people in organisations visited.

- People we arrange to visit can at any time refuse to accept our volunteer members and their dog on a visit or during a visit.
- Volunteer members must hold the responsibility of safeguarding their dog and protecting them from danger during any visit.

Jack and Pals Therapy Dogs rights.

- At all times our dogs should be treated with consideration and thoughtfulness
- Our dogs must be allowed a break when needed during any visit.
- Our dogs must have access to water during a visit.
- Our dogs should never be put into compromising situations where they are challenged physically or mentally to a point of their behaviour changing.

Equal opportunities policy

- We strive to ensure that all who we visit, our volunteer members and ancillary people receive equal treatment regardless of their race, ethnic origin, religion, gender, visible or invisible disability, age or sexual orientation or be disadvantaged by conditions or requirements which cannot be shown to be acceptable. We have a separate Equal opportunities policy.

Confidentiality policy

- During our volunteer role, our volunteers come into contact with a variety of people, many who are vulnerable and they must ensure that any information gained during conversations stays confidential. Any information which is gathered during visits should be shared with a manager of the visiting organisation. Any volunteering member not adhering to this may be asked to leave our organisation.

Safeguarding policy

- **Jack and Pals Therapy Dogs** acknowledges that we have a duty of care to safeguard the welfare of all children and adults which we come into contact with during our visits. Our organisation will ensure safeguarding practices are up to date, and are in line with government guidance. Our safeguarding policy acknowledges that the welfare of young people and vulnerable adults at risk are paramount during our visits.
- We aim to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation or socio-economic background, every individual we come into contact with has a positive experience in a safe environment and is protected from abuse whilst in the presence of Jack and Pals Therapy Dogs volunteer member and their canine pal.

Volunteer members are requested to read our full safeguarding policy and watch the videos to give you an awareness of safeguarding during your visits. In the event of any issues regarding safeguarding please contact us immediately.

GDPR -Global Data Protection Regulation

Jack and Pals Therapy Dogs collect personal data and holds it on individuals so that they may become a volunteer member with our organisation. This personal data identifies the individual and could include an individual's name, postal and email addresses, telephone number and financial details. We also hold photographs, which may identify them or videos. Volunteer members and prospective volunteer members give their consent for us to process their data via the online application process for the purpose of volunteering and supporting Jack and Pals Therapy Dogs.

Jack and Pals Therapy Dogs adhere to GDPR 2018 requirements about personal data. The 2018 regulations put the onus on Jack and Pals Therapy Dogs to prove that anyone processing data/using our data on our behalf is doing so responsibly and can demonstrate that they are. This includes simple security, for example, locking away Jack and Pals Therapy Dogs documents or laptops with data when away from home. Please see our full policy at the end of this document.

Information we hold

We only hold current and up to date information on volunteer members that is necessary to carry out our visits, such as name, address, dates and detail of assessments and settings visited. We hold the minimum amount of information necessary; the information is up to date and old information is destroyed both paper versions and electronic versions.

What data we destroy

Any out-of-date information that has been printed, such as details of retired volunteer members, old assessments, names and contact details of inactive settings is shredded or burnt. Out-of-date digital data such as email correspondence and email addresses are permanently deleted from all computers.

How our data is protected

Personal information is held as securely as possible. Our computers are password protected and used by the individual concerned in handling the information.

How we report any breach

Any breach, unauthorised access to or use of or loss of our data such as lists of volunteers' personal information or contact details of establishments should be reported to us immediately. Jack and Pals Therapy Dogs have a duty to report breaches and potential breaches.

Complaints procedure

Any complaints from volunteer members, users of our services, members of the public regarding our volunteers or their canine pals should be addressed to admin@jackandpals.org. These will be dealt with quickly and efficiently upholding confidentiality and professionalism.

Vaccination policy

Jack and Pals Therapy Dogs require all their dogs to receive an initial course of vaccinations against the core DHP diseases. We also understand that not all dogs can tolerate traditional vaccinations so we do accept titre testing (Vaccicheck) or vaccination record. This is the advice from the WSAVA (World Small Animal Veterinary Society) guidelines on vaccinations and boosters.

Jack and Pals Therapy Dogs customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

1. [Contact details](#)
2. [What information we collect, use, and why](#)
3. [Lawful bases and data protection rights](#)
4. [Where we get personal information from](#)
5. [How long we keep information](#)
6. [How to complain](#)

1. Contact details

Post - Hargill Lane, Leeming, Leeming, Northallerton, DL7 9SJ

Telephone – 0779 557 8284

Email - admin@jackandpals.org

2. What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third-party referrals**:

- Names and contact details
- Addresses
- Photographs or video recordings

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address

We also collect or use the following special category information for **dealing with queries, complaints or claims**. This information is subject to additional protection due to its sensitive nature:

3. Lawful bases and data protection rights

- Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.
- Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:
- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](#).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third-party referrals** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

4. Where we get personal information from

- Directly from you

5. How long we keep information

- We will keep your information we hold for 60 days after our last correspondence with you once you leave our organisation.
- For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

6. How to complain

- If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Review

This policy will be reviewed annually or following a serious incident, whichever comes first.

Adopted 1st May 2026

Review Date: 1st May 2027

Signed: Mike Withington Mike@jackandpals.org