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 with our organisation. This personal date 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. Volunteers and prospective volunteer 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 volunteers 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Any out-of-date information that has been printed, such as details of retired volunteers, old assessments, names and contact details of inactive settings is shredded or burnt. Out-of-date digital data such as email correspondence and email addresses are permanently deleted from all computers.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 volunteers, 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 via our online form on our website.

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:	Michael Withington mike@jackandpals.org
	Faye Russell
	Maria Cottrell
	Katy Russell
	Wendy Withington

Note 1

Guidance on Deleting Emails for GDPR

This guidance covers GMAIL and Outlook; there are many different email software and we cannot provide details on all however the guide that we must delete without recovery is required on all email types. Under ICO guidance at the following link

https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-to-erasure/

We are required to have the following

- We have appropriate methods in place to erase information.
- We have procedures in place to inform any recipients if we erase any data we have shared with them.

Processes to be followed

Ensuring emails cannot be recovered requires a two-step process: permanent deletion from the service provider and, in some cases, the use of specialised encrypted email services. Simply clicking "Delete" only moves emails to a "Trash" or "Deleted Items" folder, where they often remain for 30 days. Here is how to ensure emails cannot be recovered:

Permanently Delete in Gmail

- Gmail does not have true folders, only labels. Deleting a message removes it from the inbox, but it must be purged from the Trash.
- Move to Trash: Select the email and click the trash icon.
- Empty Trash: Go to the "Trash" (or "Bin") folder on the left-hand menu.
- Select "Empty Trash now" to immediately purge all emails. Once purged, they are no longer recoverable by the user.
- Permanently Delete in Outlook/Exchange
- Outlook often requires purging from a hidden "Recoverable Items" folder.
- Delete: Select the message(s) and press Shift + Delete to bypass the Deleted Items folder.
- Purge: In the "Deleted Items" folder, click "Recover items recently removed from this folder" in the top ribbon.
- Permanently Delete: Select the items to purge, select "Purge Selected Items," and click "OK." This ensures the items cannot be recovered.

Other Key Considerations

- Third-Party Apps: If you use an app like Apple Mail or Thunderbird to access email, ensure you delete the email from the app *and* choose the option to sync or remove it from the server.
- Archived Emails: If you archived an email rather than deleting it, it still exists and can be searched.
- Backups: If you have downloaded emails (e.g., as .pst or .mbox files) using tools like Google Takeout, those local copies will remain even after you delete them from the web server.

Final Compliance Assurance

Members are to confirm to the Chair at admn@jackandpals.org via email that all data regarding the person concerned has been deleted as per the above.

Finally, we should email the member whose data has been deleted, that such details have been deleted.