

Privacy Notice

How we respect privacy when we deal with personal information collected by our organisation.

Bohemia Boarding is an incorporated body and the trading name of the RSPCA Isle of Wight Trading Company which is operated by the RSPCA Isle of Wight branch. All funds raised from the activities of Bohemia Boarding go directly to the RSPCA Isle of Wight branch to support our animal adoption centre.

RSPCA Branches are separately registered, volunteer run charities using a [governing document](#) approved by the national RSPCA. Our branches respect your privacy and are committed to protecting your personal data.

This notice will tell you in general terms how Bohemia Boarding and the RSPCA Isle of Wight branch (the Branch) will treat the information it collects about individuals who interact with it. Please read this privacy notice together with any other information that we may provide on specific occasions when we ask to collect or process your personal data so that you are fully aware of how and why we are using it.

The identity of Bohemia Boarding is clear from its name which will be on its website and public information. Bohemia Boarding is a registered trading company and the Branch is an unincorporated charity, acting through its committee of trustees as registered with the [Charity Commission](#), the Branch is the data controller and responsible for your personal data. If you have questions about how Bohemia Boarding and the Branch handles your information, please contact the Branch using its contact details listed.

This privacy notice supplements any other specific notices provided by Bohemia Boarding and the Branch and is not intended to override them.

Bohemia Boarding uses an online reservation platform known as Revelation Pets. The operation of the Revelation Pets services requires that some employees have access to the systems which store and process Customer Data. For example, in order to diagnose a problem Bohemia Boarding may have with the Revelation Pets services, and may need to access Customer Data. All employees and contract personnel are bound to our policies regarding Customer Data and we treat these issues as matters of the highest importance within our company. The environment that hosts the Revelation Pets services maintains multiple certifications for its data centres, including ISO 27001 compliance, FedRAMP authorization, PCI Certification, and SOC reports. For more information about their certification and compliance, please visit the [AWS Security website](#), [AWS Compliance website](#)

Bohemia Boarding website is hosted by Squarespace and they will process any technical data.

1. Personal data that we process

The following explains the types of data we collect and the legal basis for processing it under current data protection legislation.

If you enquire about Bohemia Boarding, or make a reservation, or wish to make a complaint, we will take your name, telephone contact number, email or postal address and a message. We will also take information relating to your companion animal as it relates to a boarding reservation. The legal basis for this may be to fulfil a contract with you (e.g. for the boarding of an animal) or legitimate interest (it is necessary for us to read and store your message so that we can respond in the way you would expect). We may have a legitimate interest in sharing some of your personal data with the Branch and the national Society, who support branches in governance and administration, including complaint handling.

If you wish to receive updates by email or post about our Bohemia Boarding work or the work of the Branch, including fundraising updates we will take your name, email or postal address and a contact number. The legal basis for this is consent - you will need to have given us your active consent to be contacted in this way and can rescind this at any time. Further information will be given at the point we collect your data.

If you make a donation to the Branch we will request your name, email address and postal address. In general, we will not take your financial information but ask you to donate through your bank or via a third-party processor (e.g. Paypal or Justgiving) who are data controllers in their own right. We may thank you for your donation on the basis of legitimate interest - this is necessary for us to fulfil your intention of receiving your donation and your expectation of receiving an acknowledgement.

We will require specific medical information, vaccination information and microchip details relating to the animal being boarded with us and emergency contact information, the name and contact information of your veterinarian and any medication information which your animal may be prescribed. If you ask us to check out your animal to a third party we will required contact information of the third party. We will take your name, address, email and contact numbers and any history relevant to the animal's welfare and behaviours, including veterinary information and third party collection information. The legal basis for this is performance of a contract with you to enable us to board your animal. We may seek your consent to contact your previous vet to obtain a veterinary history.

To process your request for financial help towards veterinary costs we will take your name, address, contact number and email and ask to see proof of means tested benefits and identification. The legal basis for this is performance of a contract with you and so we can ensure you are eligible for our charitable services and that we deliver public benefit. We will issue you with a voucher or unique reference number for use by a vet in treating your animal and invoicing the Branch.

We will store microchip details on an animal belonging to you in order to pass to the relevant microchip database company (principally Identibase, Anibase, Petlog). The legal basis for this is performance of a contract between you and the microchip company so that if your pet is missing, you can be reunited. For dogs microchipping is also a legal obligation.

If we scan a microchip in a stray animal we will contact the microchip database company and follow their process to contact you to let you know we've found your pet. The legal basis for this is our legitimate interest as the Branch being an animal welfare organisation in matching stray animals with owners. If, an animal is not collected from Bohemia Boarding after seven days of the end of the boarding contract and after taking all reasonable steps to trace an owner, we are unable to make contact, we will seek to rehome the animal and re-register the microchip accordingly.

We may have installed CCTV systems in some of our premises for the purposes of our legitimate interest in crime prevention and detection. CCTV may also be installed on the outside of some of our buildings for the purpose of monitoring the security of our people and property. Images captured by CCTV will not be kept for longer than necessary however, on occasions, there may be a reason to keep images for longer (e.g. if a crime is being investigated). You have the right to access CCTV images of yourself. Signage advising of CCTV equipment will give notice of areas covered by CCTV.

If you participate in a fundraising event that we have organised such as client thank you event, annual fair, dog show, raffle, competition or prize draw etc we may take your name and contact telephone number in order to administer the event. The legal basis for this is performance of a contract with you.

If you use a veterinary clinic that is run by us for subsidising treatment of your animal, we rely on our veterinary surgeons to process personal data in accordance with [RCVS guidelines](#).

If you use our website, your website activity will be collected through cookies, in line with Squarespace [cookie policy](#). Further details about our use of cookies are detailed below in section 6.

2. How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the information at the top of this policy.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- action your boarding reservation request;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

3. When we share your data

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;
- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or

- we are required by law to share your data.
- We may also have a legitimate interest in sharing some of your personal data with third parties, in particular the Branch and the national RSPCA, who as the umbrella charity supports branches in governance and administration.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

4. How long we keep your data

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

Where data is collected on the basis of consent, we will seek renewal of consent at least every three years.

5. Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website [here](#).

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us via the 'Contact Us' section of our website.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. Cookies & usage tracking

A cookie is a small file of letters and numbers that is downloaded onto your computer when you visit a website. Cookies are used by many websites and can do a number of things (e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people

looking at a website). Bohemia Boarding and The Branch do not use cookies or data analytics but as our website is hosted by Squarespace [please see their cookie policy here.](#)

7. Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and are affected.