

## Winnie's Wagtail Warehouse Terms and Conditions

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| 1  | I understand that I am solely responsible for any and all harm caused by my dog while my dog is attending Winnie's Wagtail Warehouse or is using any services provided by Winnie's Wagtail Warehouse.  |
| 2  | I understand and agree in admitting my dog, that Winnie's Wagtail Warehouse has relied on my representation that my dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.  |
| 3  | I agree to notify Winnie's Wagtail Warehouse of any unwelcome, aggressive, proactive, or dangerous behaviour of my dog that has potential to cause harm to any other pet or individual.  |
| 4  | I understand that during a normal dog play, owner's dog may sustain injuries. All dog play is carefully monitored at Winnie's Wagtail Warehouse to avoid injury, but scratches, punctures, torn ligaments or other injuries that may occur despite the best supervision. I realise that pads on paws may initially become sensitive or bothered until my dog becomes used to running on different surfaces.  |
| 5  | I understand that Winnie's Wagtail Warehouse is a place where animals co-mingle in groups and I am responsible for the medical treatment of any injuries or illness that my dog receives while at Winnie's Wagtail Warehouse. I agree to pay all costs for my dog that may arise as a result of injury or illness, including veterinarian care and costs. I shall pay such costs as a reimbursement immediately upon pick-up of my dog or when the services have been completed.   |
| 6  | I understand that if I fail to provide proof of current vaccinations or if my dogs' vaccinations are found to be expired or otherwise incomplete, Winnie's Wagtail Warehouse has the right to refuse service until current proof is provided.<br><b>Please note</b> – we will accept a certification from a veterinarian of a recent protective titre test instead of a booster vaccination – the certificate must state that it is valid for the current period.  |
| 7  | I understand and agree that any behavioural or health problems that develop with my dog will be treated as deemed best by the staff at Winnie's Wagtail Warehouse, in their sole discretion, and that I will assume full financial responsibility for any and all expenses involved. I authorise Winnie's Wagtail Warehouse to obtain medical records and/or treatments for my dog in the event of injury or illness from my vet or from the closest veterinary clinic and I further direct said vet to provide such records upon request. |
| 8  | I understand that my dog should be castrated (if male and over the age of 12 months old) to enrol at Winnie's Wagtail Warehouse – If your dog is acting aggressively and it is deemed by the staff at Winnie's Wagtail Warehouse that in order for your dog to continue to attend Winnie's Wagtail Warehouse then you maybe asked to have your dog castrated earlier. Bitches must not be brought into Winnie's Wagtail Warehouse when 'on heat.   |
| 9  | I understand that even if my dog is vaccinated for Kennel Cough there is a chance that my dog can still contract Kennel Cough. I agree that I will not hold Winnie's Wagtail Warehouse responsible if my dog contracts Kennel Cough while attending Winnie's Wagtail Warehouse.  |
| 10 | I agree to notify Winnie's Wagtail Warehouse of any infectious and/or contagious disease or conditions my dog has been exposed to or is affected to or affected by. Such diseases and conditions include, but are not limited to Distemper, Hepatitis, Kennel Cough (Bordatella), Parvovirus, Corona virus, Worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites.  |
| 11 | I agree to take any necessary efforts or precautions to ensure that my dog is continuously free of contagious, infectious, or otherwise communicable diseases. I will report to Winnie's Wagtail Warehouse, before arriving at daycare, any contagious, infectious or otherwise communicable diseases, and will not be allowed to bring my dog to Winnie's Wagtail Warehouse, regardless of scheduled days, until the condition is resolved. Resolution is determined by Winnie's Wagtail Warehouse.                                       |
| 12 | I allow and consent my dog to being photographed, videotaped and/or used in any media or advertising by Winnie's Wagtail Warehouse without prior approval by me. All such photographs, etc are the property of Winnie's Wagtail Warehouse'. If you do not wish for your dog to be photographed then this must be given in writing to Winnie's Wagtail Warehouse.   |
| 13 | I agree to pay all fees set forth by Winnie's Wagtail Warehouse and understand that I will be charged in full for my scheduled day regardless of my dog's attendance and I understand I will be charged £10 for every 15 minutes or part thereof past the scheduled pick-up time.  |
| 14 | I understand that Winnie's Wagtail Warehouse is not responsible for any lost, stolen, or damaged toys, leads, collars, beds, tags, clothing or any other item left with my dog   |
| 15 | I agree to bring my dog wearing a quick release collar. (if you do not have one you can purchase one from us). This s very important, as, for safety reasons, these are the only collars we allow at Winnie's Wagtail Warehouse.   |
| 16 | I agree to ensure my dog has eaten at least 1 hours before arrival at Winnie's Wagtail Warehouse, so he/she has time to digest his/her food before all the excitement. I understand that failure to do so may result in Bloat, which is very dangerous. However, if you have requested your dog is fed during the day, they will be put on quiet time for 2 hours after feeding so they can digest their food.   |
| 17 | I understand that if I fail to provide proof of insurance or if this cover is found to be expired or otherwise incomplete, Winnie's Wagtail Warehouse has the right to refuse service until current proof is provided.   |
| 18 | I understand and agree that each of the foregoing provisions are separate and severable and shall be in force and effect on each and every occasion my dog attends Winnie's Wagtail Warehouse. This statement shall remain in full force and effect as between the parties until and unless otherwise amended or revoked, cancelled or superseded in writing signed by both parties.   |
| 19 | I agree to the use crate should the need arise to isolate my dog for safety purposes- this would be for a maximum time of 1 hour.  |
| 20 | I agree If my dog is being fed that I will supply food in a sealed plastic container/labelled with my dog's name and feeding instructions  |

# GDPR

## GDPR

We are committed to protect and respect your privacy in compliance with EU- General Data Protection Regulation (GDPR). This privacy statement explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. This Privacy Statement applies to customer contract fulfilment activities and marketing. It also applies to individuals seeking a job in Winnie's Wagtail Warehouse Ltd **When do we collect personal data about you?**

When you sign up to use our services.

When you interact with us in person, through correspondence, phone, social media, or through our website **Why do we collect and use personal data?**

We collect and use personal data mainly to perform our customer service to you. We also collect data about suppliers, partners and persons seeking a job or working in our company

**We may use your information for the following purposes:**

- Send you marketing communications. These may include information about our products and services, events, activities.
- Send you information about the products and services that you have purchased from us.
- Reply to a 'Contact us' or 'Apply for a job with us' or other web forms you have completed on our website.
- Follow up on incoming requests (customer support, emails, or phone calls).
- Perform contractual obligations such as service confirmation, invoice, reminders, and similar.
- Notify you about any disruptions to our services (system messages).
- Contact you to conduct surveys about your opinion on our services.
- Process a job application.

**Our legal basis for collecting personal data**

Collecting personal data based on contracts

We use personal information for fulfilling our obligations related to agreements with our customers, partners and suppliers.

**What type of personal data is collected?**

We collect customers' name and contact details. We may also collect feedback, comments and questions received from you in service-related communication and activities, such as meetings, phone calls, documents, and emails. From our websites, we may collect IP-address and actions taken on the site. If you upload photos or videos, add posts or comments, etc. on our online customer portal, the information can be read by all Winnie's Wagtail Warehouse staff at Operations level or above.

If you apply for a job at Winnie's Wagtail Warehouse, we collect the data you provide during the application process. Once hired, we collect employees' name and contact details and details required to make payments. Winnie's Wagtail Warehouse does not collect or process any special categories of personal data, such as public unique identifiers or sensitive personal data.

**How long do we keep your personal data?**

We store personal data for as long as we find it necessary to fulfil the purpose for which the personal data was collected, while also considering our need to answer your queries or resolve possible problems, to comply with legal requirements under applicable laws, to attend to any legal claims/complaints, and for safeguarding purposes.

This means that we may retain your personal data for a reasonable period of time after your last interaction with us. When the personal data that we have collected is no longer required, we will delete it in a secure manner. We may process data for internal statistical purposes and analysis.

**Your rights to your personal data**

You have the following rights with respect to your personal data:

- The right to request a copy of your personal data that Winnie's Wagtail Warehouse holds about you.
- The right to request that Winnie's Wagtail Warehouse corrects your personal data if inaccurate or out of date.
- The right to request that your personal data is deleted when it is no longer necessary for Winnie's Wagtail Warehouse to retain such data.
- The right to withdraw any consent to personal data processing at any time. For example, your consent to receive e-marketing communications: Please note that you will still receive system messages and administrative communications from Winnie's Wagtail Warehouse, such as check-in notifications, service request confirmations and notifications about your account activities.
- The right to request a restriction on further data processing, in case there is a dispute in relation to the accuracy or processing of your personal data.
- The right to object to the processing of personal data, in case data processing has been based on legitimate interest and/or direct marketing.

Any query about your Privacy Rights should be made through our "Contact" form on our website.

**Do we share your data with anyone?**

We do not share, sell, rent, or trade your information with any third parties without your consent, except from what is described below-

**Third-party Service Providers working on our behalf:**

We may pass your information on to our distributors, agents, sub-contractors and other associated organizations with the purpose of them providing services to you on our behalf. **If required by law:**

We will disclose your personal information if required by law or if we, as a company, reasonably believe that disclosure is necessary to protect our company's rights and/or to comply with a judicial proceeding, court order or legal process. However, we will do what we can to ensure that your privacy rights continue to be protected.

**Use of sub-contractors (processors and sub-processors)**

We may use sub-contractors to process personal data on our behalf. We are responsible for making sure they commit themselves to adhering to this Privacy Policy and applicable data protection legislation by signing a Data Processing Agreement. If the subcontractor processes Personal Data outside the EU/EEA area, such processing must be in accordance with the EU Privacy Shield Framework, EU Standard Contractual Clauses for transfer to third countries, or another specifically stated lawful basis for the transfer of personal data to a third country.