



GRETA INGLIS

BSC. (HONS), A.DIPCBM, MICB, MICAN

Behaviour and Training Support Terms & Conditions

Please note, I do not work with the following during training sessions or consultations:

Flexi-leads or other types of extending leads

Rolled, prong, chain, spray collars

Slip leads or very short leads

I recommend the use of a harness, which is the most comfortable option for your dog.

I currently offer all services in South East London, principally covering the following areas:

Peckham
Nunhead
East Dulwich
Crofton Park
New Cross
Brockley

Travel within 5 miles of SE15 is included in the consultation fees listed.
Travel outside these areas is possible and will be charged at 50p per mile.

Please note that in the eventuality that I feel it is necessary to refer your case on further to another behaviour consultant, no charge will be made.

For behaviour consultations I will ask that your dog is seen by a vet and checked over prior to our meeting, to ensure that pain or illness is not contributing to your dog's behaviour.

Data Protection
How Your Data Is Held:

The information you give me will be kept securely at all times. You are entitled to know what information I hold at any time, and you can request that I amend or remove it at any time. I keep records of who I have been in contact with and who I have worked with, in order to comply with good practice as a behaviour management practitioner and to offer the services that you need to help your dog.

The data I might hold includes the following:

Name
Address
Email address
Telephone number
Your dog's name, breed and age
Any issues you might have with your dog
The names and ages of your children
The name(s) of any other adult involved with your dog

Why I Collect This Data

I collect this data and your contact information so I am able to contact you and so that I have basic information about your dog and the relevant information regarding the service(s) you have employed me to carry out. I then hold this data so that I have a record of the work carried out during our session(s) and the information I have given you. In order to carry out these sessions and assess behaviour, it is helpful to know who lives with and interacts with your dog, and this is the reason for holding this information.

These details may be held on my computer, which is accessed by myself only and is always password protected. I am the only person that has access to and control of client's data. Animal details and behaviour records may be held on the computer (never on any other electronic device such as a phone or tablet) and paper copies are kept securely, held in a locked drawer in my home office. If a client has contacted me via email or telephone, I will respond using one of these methods. You have the right to request your dog's history record at any time. I keep records for a reasonable length of time in case of complaint or claim, or a follow up at a later date.

All records will be removed 5 years after I have seen your dog.

I will not use your postal address, email, phone number for any reason other than to discuss your dog's care/behaviour or for reasons associated with the case. This information will be used to contact you regarding your dog's training and/or behaviour programme.

I will not pass on your contact information, unless in discussion with a client's veterinary surgeon following prior agreement, or as a referral from the veterinary surgeon.

Basic contact details are written in a paper diary just so I am able to attend visits and booked training hours. Your phone number may be held on my mobile phone (used for personal and business use) where bookings have taken place, this is locked when not in use and password protected.

Please note you can request removal of any of these details at any time.

You can request to withdraw from the data list, including all correspondence, forms, any photographs that may have been submitted, as well as personal data and information (including family/friends). If you are concerned about data or would like files deleted, amended or removed, or want to know what information I hold, please email gretainglis@zoho.com with your request.