



s n a k e s a l i v e

interactive reptile experience

Data Protection and Usage Policy

What information do we collect?

The company collects customer data including names, addresses and contact details via our online forms and stores these for the purposes of providing services and evidencing work for our accounts system. We do not consider the information we store to be sensitive.

Why do we collect this information?

This data is collected for the purposes of administering our services and keeping in touch with clients prior to their date of service. In digitally signing and agreeing to our terms and conditions you are acknowledging and consenting to us storing your information for business purposes only.

Where do we keep this information?

If a hard copy exists it is kept in a locked box in a safe place and physically destroyed when no longer necessary.

Electronic copies are stored on password protected devices and encrypted websites and is destroyed when no longer needed.

Will we send you marketing information?

Agreeing to receive marketing information about services and updates is a separate opt-in and will be clearly identified on our forms.

If you have given permission for us to contact you regarding offers and updates we will send less than 6 news updates per year through the reputable online company MailChimp and you will always have to option to opt-out of further updates.

Who has access to your information?

Only senior members of staff have access to records. Other staff may have access to records relevant to the services and clients they assist with. All staff sign a data protection declaration to not abuse this information or pass information to other parties. They are also aware they have 48 hours to report any breach of information to the Managing Directors.

Do you have access to your information?

You have Subject Access Rights to view all the data we hold for you, if you wish to view this data please submit a request in writing to info@snakesalive.co.uk and your request will be processed within 28 days.

If you have any queries please do not hesitate to contact info@snakesalive.co.uk