



Humane Wildlife Solutions Privacy Policy

(Date Policy Updated - 21st October 2022)

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you via our website or social media channels. We use the information that you have given us for one of the following reasons:

- To assist with wildlife consultations
- To have the correct details to attend jobs in person
- To have the correct details for invoicing.
- To set up a contract for our services if required

We do not receive personal information indirectly from any other sources.

We will never share this information with any organisations or individuals unless you have stated it is okay to do so.

You are able to remove your consent at any time. You can do this by contacting info@humanewildlifesolutions.co.uk



Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) We have a contractual obligation.
- (b) We need it to perform a public task.

How we store your personal information

Your information is securely stored in our client database.

We keep personal identifiers, contacts and characteristics (for example, name, address and contact details) digitally for 20 Years at which point it will be removed unless you ask for it to be removed before that time period. We will then dispose of your information by deleting it all from our database forever.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.



Please contact us at info@humanewildlifesolutions.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@humanewildlifesolutions.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>