

Paws for Assistance Dog Training

Privacy Policy.

At Paws for Assistance Dog Training (PFA), we take the privacy of our clients very seriously. This Privacy Policy outlines how we collect, use, and store client information.

Collection and Use of Information

As a requirement for maintaining approved trainer status with the Guide, Hearing and Assistance Dogs Act 2009, Under the Guide Hearing and Assistance Dogs Regulation 2019, PFA collects and stores confidential Client information for a minimum of 7 years (after the agreement contract date) on our Customer Relationship Management system (CRM) including an external hard drive as backup and video storage.

We take all necessary measures to ensure that this information is kept secure and confidential.

We collect client information which may include but not limited to:

Medical, physical and or psychiatric history, test results, conversations, financial information, drivers licence or photographic identification, text or computer messages and emails, verbal information, name, contact details, and payment information for the purpose of providing assistance animal training services.

We may also collect other information such as client feedback, training progress, and performance records to improve the quality of our training services.

We use this information to:

- Provide assistance animal training and coaching services to our clients
- Communicate with our clients
- Improve the quality of our training services
- Comply with legal obligations
- Storage and Security

Our CRM is password-protected and is only accessible by authorised personnel at Paws for Assistance who need to access client information for the purposes of providing training and coaching services.

Our external hard drive is only accessible by authorised personnel at PFA who need to access photos and video recordings for the purposes of providing training services and maintaining records.

Cameras and recording devices in the workplace

Cameras and recording devices may only be used with the permission of the Client and the Trainer in the context of provision of services.

Video recordings may enhance the Client's learning experience within the session context and beyond.

PFA will not use any recording without the client's written or verbal consent.

Disclosure of Information

We do not disclose client information to third parties, except in the following circumstances:

- To comply with legal obligations
- To provide services to our clients, such as processing payments or delivering training materials
- We may share client training videos for professional development and educational purposes only. This may include sharing videos with other trusted trainers, educators, or professionals in the same field to improve the quality of our training services and to promote professional development.

Clients have the right to withdraw their consent at any time.

Your Rights

You have the right to correct, or delete any personal information that we hold about you. You can also withdraw your consent for us to collect, use, or store your personal information at any time however this may affect how PFA communicates with you.

If you have any questions or concerns about this Privacy Policy or how we collect, use, or store your personal information, please contact us at paws4assistance@gmail.com

Privacy for the Trainer

Unless verbal or written permission has been granted by the Trainer or organisation, the Trainer prefers that the client refrain from using the Trainer's own personal name on social media sites including but not limited to: Facebook, Instagram, Twitter, personal blogs, micro blogs, wikis, message boards, chat rooms, electronic newsletters, online forums and any other social networking sites. The Paws for Assistance Dog Training business name may be referred to potential customers inquiring about services on social media sites.

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or industry standards.