



# Privacy Policy

## **Our contact details**

Name: Medical Mutts Service Dogs Inc.  
Address: 6120 Allisonville Rd. Indianapolis IN 46220  
Phone Number: 317-001-5400  
E-mail: [info@medicalmutts.com](mailto:info@medicalmutts.com)  
Website: MedicalMutts.org

## **The type of personal information we collect for our applicants and clients**

We currently collect and process the following information:

- Name and contact information
- List of disabilities, medical conditions and physical or mental challenges
- Family and work situation (e.g., list of family members and/or pets)
- Activities (such as hobbies and typical locations visited regularly)
- Name and contact information of doctor or therapist
- List of medications

We may share this information with staff, volunteers and board members of Medical Mutts Service Dogs Inc.

## **The type of personal information we collect for our staff**

We currently collect and process the following information:

- Name and contact information
- Bank information
- Copy of driver's license
- Primary contact in case of emergency

We may share this information with management and board members of Medical Mutts Service Dogs Inc.

## **The type of personal information we collect for our board members**

We currently collect and process the following information:

- Name and contact information
- Employment information

We may share this information with management and board members of Medical Mutts Service Dogs Inc.

## **The type of personal information we collect for our volunteers**

We currently collect and process the following information:

- Name and contact information
- List of disabilities, medical conditions and physical or mental challenges
- Family and living situation (e.g., how many other family members or pets)
- Work situation and time away from home

We may share this information with staff, volunteers, and board members of Medical Mutts Service Dogs Inc.

## **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 for one of the following reasons:

- We need to get in touch with you
- We need the information to assess if you qualify for one of our service dog programs

We also receive personal information indirectly, from the following sources in the following scenarios:

- We also get information from your doctor or therapist regarding your disability.

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

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Jennifer Cattet at [jen@medicalmutts.com](mailto:jen@medicalmutts.com).**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**None of the information will be disclosed or shared outside of Medical Mutts Service Dog Inc. without prior consent from you.**

## **How we store your personal information**

Your information is securely stored.

We keep your personal information in your folder for 5 years after our last interaction. We will then dispose your information by shredding all the documents in the folder.

## **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 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@medicalmutts.com](mailto:info@medicalmutts.com) or 317-991-5400 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 [jen@medialmutts.com](mailto:jen@medialmutts.com).

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>