

Lincoln Pets Can Do

Your personal information

The University of Lincoln collects personal information about you when sign up to the Lincoln Pets Can Do database. We use this information to recruit your dog to take part in animal behaviour and welfare research projects (both online questionnaires and studies at the University) and practical sessions. This notice explains more about how we use your personal information.

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What information we collect about you

On signing up to the database, we will collect your contact information as well as demographic information about your dog (e.g. breed, sex, DOB, etc). We collect data from you on the basis of your consent, to allow us to contact you about recruiting your dog to take part in research. Should you choose to take part in a study the researcher may ask you for additional information (for example, to complete a questionnaire about your dog's personality type). In these cases, the researcher will supply additional information regarding what data will be collected, and how it will be used. We will also store any changes you make to the information you have provided on the database, for example, change of address.

Keep your details up to date by contacting petscando@lincoln.ac.uk should any changes be necessary.

How we use your information

We collect information about you to enable your dog to be recruited to take part in research projects and practical sessions within the field of Animal Behaviour, Welfare and Cognition. We require you to provide your contact information so that should your dog be a match for any of the projects or practical sessions, we can contact you to ask whether you would like to take part in the project. We ask for demographic information about your dog (e.g. name, breed, DOB) to ensure that we select the most appropriate dogs that meet the research requirements of each project or practical session.

The information you provide will be accessed only by the Pets Can Do Co-ordinator (Hannah Thompson, hthompson@lincoln.ac.uk). Should your dog be a match for a project or practical session, Hannah will pass on your contact information (name, email address and telephone number) to the researcher carrying out the project, for the researcher to use this information to contact you for the duration of their project.

On completion of their project, the researcher will delete all emails and details they hold for you and your dog, unless they anonymise the information for use in future projects. Should this be the case, you will be informed and your consent required prior to the information being anonymised.

The University occasionally uses cookies and other technologies on its website that collect data about you when you use them. Where this occurs further information will be available in a cookies policy. The cookies policy for the University website can be found here: <http://www.lincoln.ac.uk/home/termsconditions>.

Information we may share with other organisations

Information you provide when signing up to the database will not be shared outside of the University. Any data gathered from your dog(s) participating in projects and practical sessions will be anonymised for the purpose of publication.

We use a number of suppliers who process personal information on our behalf. These include suppliers of software services. These act strictly on our instructions and must not use the information for their own purposes.

In exceptional circumstances we may be asked to share your information with police or other investigators if it would prevent or detect crime or safeguard a person's wellbeing. Each instance will be judged on its own merit and any sharing of information will be done within the law.

Information processed abroad

None of the information gathered about you or your dog will be sent abroad, unless anonymised for the purposes of publication of research.

How long we keep your information

The information we hold about you and your dog will be stored securely on our database for 20 years from the date you sign up to the database in order for your dog to continue to be recruited for projects and practical sessions – or alternatively until you contact the database co-ordinator (petscando@lincoln.ac.uk) and ask for your details to be removed from the database.

If you access additional University services these may keep a record of your contact and will provide you with details of how long they keep your information.

Accessing your information and other rights

You have a number of rights relating to your personal information. These include:

Access You have the right to request a copy of any personal information we hold about you.

If you would like a copy of any of your information please contact the Information Compliance team on the details below. The team will process your request within a month.

Portability If you have provided information on the basis of your consent or for a contract then you can request a digital copy so you can send it to another organisation.

To request a copy please contact the Information Compliance team on the details below. The team will process your request within a month.

Correction If any of the information we hold about you is incorrect or incomplete then please let us know. You have the right to have your information corrected so that we hold accurate records about you.

Erasure This is also known as the right to be forgotten. You can request that your personal information is erased if it is no longer necessary for the University

to keep it, or you withdraw consent that you have previously provided, or you object and there is no overriding grounds to keep it or if it is unlawful to continue to keep it.

Restriction You can request that the use of your personal information is limited to storage only and that we use it for no other purpose. This applies where you contest the accuracy of the personal information we hold, or our use of the information is unlawful, or we no longer need the information except in relation to legal claims, or you object to the use of your data and we need to verify whether or not our purpose for keeping it overrides the grounds of your objection.

The Information Compliance team can be contacted by email on compliance@lincoln.ac.uk or by post at: Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

How to object or withdraw consent

If you object to our use of your personal information then we must stop unless we can demonstrate compelling legitimate grounds for continuing. Please contact Hannah Thompson (hthompson@lincoln.ac.uk), acting as the co-ordinator for the Pets Can Do database, and explain your objection.

If you have provided your consent for the use of your personal information then you can withdraw this consent at any time. To do so, please contact petscando@lincoln.ac.uk stating the project you would like to withdraw your consent from, as well as the name of the dog your wish to remove consent for.

How to contact us

For general enquiries please call 01522 88 2000 or write to University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can find contact details for individual teams and staff by visiting <http://staff.lincoln.ac.uk>.

If you have a query about your personal information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

How to complain

If you feel that we have let you down in relation to your information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is ico.org.uk and their telephone helpline number is 0303 123 1113.