

Privacy and Cookies Policy

Introduction

This is the Privacy and Cookies Policy for the website operated by Dr Caroline Canine Consultant ("Website"). It applies to your use of our Website and the services we offer.

This policy explains how we process your personal information when you use our Website and services. It applies globally.

By continuing to browse and use the Website and our services, you agree to this policy in conjunction with our terms and conditions ("Terms"). If you do not agree with this policy or our Terms, you must stop using the Website and our services immediately.

We may update this Privacy and Cookies Policy from time to time, and the revised policy will apply from its date of publication. Please check this page regularly for any updates.

This Website is not intended for individuals under 18 years of age unless they have parental or guardian consent.

About Dr Caroline Canine Consultant

Dr Caroline Canine Consultant ("we", "our", or "us") is responsible for any data protection issues related to this site.

For data protection inquiries, please contact us at our email address:

DrCarolineCanineConsultant@gmail.com. You can exercise any of your rights with respect to your data or ask questions about how we process your data by reaching out to us.

The Personal Data We Collect

Personal data refers to any information that can identify you as an individual. Data that has been anonymised or is unidentifiable is not considered personal data.

We may collect the following types of information:

- User Profile Information: Name, contact details, and any service history related to dog training services.

- Basic Information: Name, phone number, email address, and address for in-home training appointments.
- Service and Session Information: Information regarding the dog training services you have requested or received (e.g., types of training sessions, duration, preferences).
- Technical Information: Internet browser, computer type, IP address, and location (if applicable, based on how you interact with our Website).

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We collect personal data as you:

- Use our Website and request dog training services.
- Communicate with us about scheduling or training requests.
- Subscribe to any email lists or promotional materials.
- Interact with us in person, such as during training sessions.

We do not collect sensitive personal data, such as health, financial, or political information.

How We Use Your Data

We use your data only in compliance with applicable law. Specifically, we may use your personal data for the following purposes:

- To provide and manage our dog training services.
- To contact you regarding your service requests or feedback.
- To comply with legal obligations, such as tax or contractual requirements.
- To improve and customise our services based on your preferences and service history.

You may receive promotional messages from us, where legally permissible. You have the right to opt-out of marketing communications at any time by following the unsubscribe instructions in the marketing materials or contacting us directly at DrCarolineCanineConsultant@gmail.com.

We will never sell your personal data to third parties without your consent.

We retain your data only for the period necessary to achieve its collection purpose unless legal obligations require a longer retention period (e.g., tax or accounting purposes).

GDPR (General Data Protection Regulation)

As a business operating within the UK, we are committed to complying with the General Data Protection Regulation (GDPR). The GDPR is a regulation that governs the protection of personal data and aims to give individuals greater control over their personal information.

Under the GDPR, you have the following rights:

- **Right to Access:** You have the right to request a copy of the personal data we hold about you.
- **Right to Rectification:** You have the right to correct any inaccurate or incomplete personal data we hold about you.
- **Right to Erasure:** You have the right to request the deletion of your personal data, subject to certain conditions.
- **Right to Restriction of Processing:** You have the right to request the restriction of the processing of your personal data in certain circumstances.
- **Right to Data Portability:** You have the right to request your personal data in a structured, commonly used, and machine-readable format and to transmit it to another data controller.
- **Right to Object:** You have the right to object to the processing of your personal data, including for direct marketing purposes.

To exercise any of these rights or if you have any concerns about how we handle your personal data, please contact us at DrCarolineCanineConsultant@gmail.com. We will respond to your request in a timely manner, and within the timeframes specified by the GDPR.

Third-Party Content

Our Website may contain links to third-party sites or integrate with third-party services (e.g., payment processors). These third parties have their own privacy and cookie policies that apply to your use of their sites and services. We encourage you to review those policies to understand how they handle your data.

We may also share data with third-party service providers necessary to deliver our dog training services e.g. Veterinary Practices.

Any third party we engage will adhere to legal standards to protect your data and use it only for the agreed purposes.

Data Security

We prioritise the protection of your personal information using appropriate technical measures to prevent loss, unauthorised access, or alteration of your data.

In the event of a data security breach, we will notify you in accordance with legal obligations.

This Privacy and Cookies Policy was last updated on 08/11/24