

## **Privacy Policy**

We aim to be fair and transparent with the way we collect and use personal information.

### **What we collect**

We may collect the following information via booking forms, contact and feedback forms:

- Contact information including name, address and email address.
- Demographic information such as postcode, preferences and interests.
- Information about your pet.
- Other information relevant to service provision.

### **What we do with the information**

We require this information to understand your needs and provide you with a better service.

### **Security**

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **Controlling your personal information**

We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements.

### **Right to access your information**

You may request details of personal information which we hold about you. If you would like a copy of the information held on you please contact us. This is free of charge.

### **Right to rectify information**

If you believe that any information we are holding on you is inaccurate or incomplete, please email us as soon as possible.

We will promptly correct any information found to be incorrect.

### **Retention of information**

We won't retain personal data for any longer than is necessary for the purpose it was obtained for. We will only retain information for a reasonable amount of time.

## **How to withdraw consent**

You can withdraw your consent for us to hold your information by us You can unsubscribe from any of our marketing by contacting us.

## **How we use cookies**

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

In some special cases, we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

We also use social media buttons and plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook, Twitter, Pinterest, Instagram, Google Plus, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by

this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.