

Thank you for visiting our website Positive Impact Dog Training & Behaviour own and operate, directly or through third party service providers, this website (www.positiveimpactdogtraining.co.uk) for use by persons in the European Economic Area.

This policy tells you how we collect, process and use your personal information. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Positive Impact Dog Training & Behaviour, is the data controller responsible for your personal information.

Any questions regarding this policy and our privacy practices should be sent to us by email to positiveimpactdogtraining@gmail.com

Who Are We?

Positive Impact Dog Training & Behaviour offers dog training, behaviour consultations and mantrailing in the West Sussex area.

This privacy policy explains our online information practices and the choices you can make about the way your personal information is collected and used through our website.

What Information Do We Collect from You?

You may browse many sections of our website without providing any personal information about yourself. However, if you choose to contact us through our 'Contact Me' or 'Get in Touch' online submission form, or 'Let's Chat' feature, we must collect certain personal information from you.

The personal information and data we collect includes:

Name and contact data. We collect your name and email address.

We also collect the content of messages you send to us through this form, such as reviews, questions, and information you provide for customer support and to respond or comply with your request.

You may also give us information about yourself by corresponding with us by telephone, e-mail or face-to-face.

The personal information and data we collect includes:

Name and contact data. We collect your title, first and last name, email address, home postal address, phone number, and other similar contact data.

Dog information. We collect information specific to your dog including their medical history, vaccination history, microchip number and registered vet and insurance details.

You have choices about the information that we collect. When you are asked to provide personal information, you may decline. But, if you choose not to provide information that is necessary to deliver our service or to fulfil a given request, you may not be able to receive the given service or information.

In particular, we process personal information for the specific purposes listed below; the following explains which personal information we collect for each purpose, the exact nature of the purpose, the length such data is stored, the basis for collection, and any further relevant information.

Booking and Fulfilling Such Services

If you contact us through our website, email address, over the telephone or face-to-face in order to secure our service, we must obtain information about you to fulfil the service, including your contact information, information about your dog including medical history, registration details and registered vet.

This information is used for billing purposes, to fulfil and confirm customer bookings and if urgent medical treatment is required.

Consistent with applicable laws and requirements, we retain order information for three years after your service has been processed (unless we are required by law to store the information for a longer period in which case, we store the information for the period required by applicable law) in order to better serve you on future bookings. We also share this information with third party services in order to process your payments.

Our basis for processing your information is to fulfil the contract for delivery of the service you booked.

Text Messages

When you use our services, you submit certain basic information. This information may include your name and telephone number.

The service-related text messages and photographs are peace of mind messages about your booking, welfare and adventures of your dog and are not marketing related.

We store this information for three years after you provide them to us (unless we are required by law to store the information for a longer period).

Our basis for processing your information is to fulfil the contract for delivery of the service you booked.

WhatsApp and Facebook messenger – I will provide you at times with photos or videos of your dogs in these will be sent via WhatsApp and or Facebook messenger.

You may opt out of receiving these text or WhatsApp messages by contacting us at positiveimpactdogtraining@gmail.com

To Prevent Harm to Us, Our Products or Services or to Bring or Defend Legal Actions
We may gather your personal information, including your first and last names, your postal address, your email address, your criminal or credit history and relevant information about (i) the harm or potential harm, (ii) the claim or potential claim or (iii) the situation or circumstances giving rise to harm, potential harm, claim or potential claim for the purposes of bringing or defending legal actions or as required by applicable law.

For example, when we believe that we must disclose information to identify, contact or bring legal action against someone who may be violating our Terms and Conditions of Use or who may be causing injury to or interference with our rights or property, other website users or customers and their information, or who may be harmed by such activities.

We store such personal information for six years after you provide the personal information to us, unless (i) we are required by applicable law to store the information for a longer period in which case we store the information for the period required by applicable law or (ii) unless we reasonably anticipate litigation with regard to the matter in which case we would retain relevant information until such time as the litigation is concluded or is no longer reasonably anticipated.

Our basis for processing is (i) a legal obligation or law to which we are subject or (ii) the processing is necessary for the purposes of our legitimate interests in protecting our business, products, services or a person or property or to defend ourselves against claims or potential claims.

Links to Other Websites

Our website may contain links to sites operated, controlled, and maintained by independent third parties.

We do not control the use of information you may provide to such third parties.

If you access other websites using the links provided in our website, the operators of the third-party sites may collect information from you that will then be used by them in accordance with their own privacy policies, not ours.

Those policies may differ from ours. It is your responsibility to familiarise yourself with privacy policies on this website and other websites.

Safeguarding Your Information

We follow applicable laws and requirements to protect your information. Positive Impact Dog Training & Behaviour uses physical, electronic, and administrative safeguards designed to protect your personal information from loss, misuse, alteration, theft, unauthorised access, or unauthorised disclosure.

We evaluate these safeguards on an ongoing basis to help minimise risks from new security threats as they become known.

However, as is the case with all websites, we unfortunately are not able to guarantee 100% security for data collected through our public website.

When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Our Commitment to Children's Privacy

Positive Impact Dog Training & Behaviour website that links to this Privacy Policy is not intended for use by children under the age of 16.

Positive Impact Dog Training & Behaviour does not market any of its products online for children under the age of 16, nor does Positive Impact Dog Training & Behaviour design its online applications, advertisements and other features to attract an audience of children under the age of 16.

Positive Impact Dog Training & Behaviour does not sell or share information obtained from minors with any third parties for their own use. The third parties who may have access are those assisting us with or co-sponsoring our website fulfilment.

We do not share a child's information with blogs or other sites where the information would be publicly accessible.

We may collect limited information for a one-time contact. In such a situation, we do not keep the information nor disclose it or use it for any other purpose.

If Positive Impact Dog Training & Behaviour should inadvertently collect information from a child under the age of 16, we delete that information, except to the extent needed to seek verifiable parental consent from the minor's parent or legal guardian. When verifiable

parental consent is obtained, we collect only that personal information from a minor that is relevant to the registration or purchase.

We protect the information with security safeguards and confidentiality measures that are commensurate with the sensitivity of the information.

Your Rights with Regard to Your Personal Information

You have the following rights with regard to your personal information: (i) the right to access; (ii) the right to rectification; (iii) the right to erasure; (iv) the right to restrict processing; (v) the right to object to processing; (vi) the right to data portability; (vii) the right to withdraw consent at any time and (viii) the right to lodge complaints.

Please note that these rights are subject to certain exemptions which may be applicable to any request you make. You may exercise any of these rights by contacting us at positiveimpactdogtraining@gmail.com

You also have the right to lodge your complaints with the applicable legal authorities, including, without limitation, the applicable E.U. supervisory authority(ies). Details of these can be found at

http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm

We will respond to your requests in accordance with, and within the appropriate time frame determined by, the applicable law and/or regulation governing the use of the given personal information.

In most cases, we will respond to requests within one month; provided, however, if the request is complex, we may extend its response time in accordance with applicable law and regulation.

Please note that we may require additional information from you in order to honour the request, such as to ensure proper authentication.

Right to Unsubscribe

You have the right to unsubscribe from any services that we offer, if you no longer want to participate. To do so, please use our 'Contact Me' submission form on this site for additional information, or email us at positiveimpactdogtraining@gmail.com

Please note that if you already have requested services when you decide to withdraw consent, it may take a short period of time for us to update your preferences and ensure that we honour your request.

Changes to This Privacy Policy

As we continue to provide additional services and as the privacy laws and regulations evolve, it may be necessary to revise or update this Privacy Policy.

If we make any material changes to this Privacy Policy, including, any material changes to how we collect, use, process, and/or share your information, we will prominently post a notice of such changes on the website(s) covered by this Privacy Policy.

To the extent required by applicable law, we will contact you with regard to changes to this Privacy Policy.