



## Cookie Policy

Cookies are small text files that a website or its service provider stores on your device via your browser – if you allow it. Cookies usually contain a website and an identifier. The purpose of cookies is to help improve your experience while browsing on a website.

Woofs of Windsor does not collect personal information from you when you visit our website.

The Woofs of Windsor website uses cookies to allow the website service provider's system to recognise your browser, capture and remember certain information. Your IP (Internet Protocol) address is used for this purpose. This reveals no personal information about you, so you are anonymous when you visit the website. You may or may not choose to use the Contact form to leave a message and some contact details. **Please refer to the Privacy Policy for further details of how this information is used by Woofs of Windsor. If you fill out a contact form, cookies can be used to remember your details for next time you use the website.**

This website uses cookies to collect information about how visitors are using the site. It compiles aggregate data about site traffic and site interaction that can be analysed to try to improve the site in the future.

You can prevent cookies from being placed in your browser settings, though this may affect the functionality of websites that you visit. Cookies on this website are not essential, but may improve your experience.

If you want to delete cookies or turn off all cookies in your browser, you can do this through your browser settings. The method varies, depending on which browser you are using, but you will find the information you need in your browser's Help menu.

## Privacy Policy

Woofs of Windsor is committed to protecting and respecting your privacy and will only use the personal information that you provide lawfully (in accordance with the Data Protection Act 1998). This Privacy Policy, the Terms & Conditions and all contract documents referred to in the Terms and Conditions sets out the basis on which any personal data I collect from you, or that you provide me with, will be processed by me. Please read the following carefully to understand my practices regarding your personal data and how I will treat it.

### When and how I may collect information from you

I collect and process data about you when you contact me via the Contact form on my website to enquire about my services. Alternatively, I obtain your information when you email or message me or we speak on the phone. During our initial consultation, should you decide to request my services you will be required to give more information in the documents that comprise the contract. I also keep information about the services you have booked in my calendar. If you contact me for any reason, I may keep a record of that correspondence.

### What type of information do I collect?

I do not collect personal information from visitors to my website who simply view the website and do not initiate contact. When you contact me by any means I will collect the following personal information about you and, if you decide to use my services, your emergency contact person too

- Name
- Address
- Email address
- Contact numbers

I will hold details of your house alarm code, if you have one and I provide a service where I will need it.

### How do I use this information?

I may use the information I hold about you as follows:

- To provide the services you have booked
- To invite you to visit my social media pages to view photos of your pet
- To report details of the walk or home visit to you
- To notify you of any changes to my pet services
- To invoice you and send you receipts for your records and mine

- To invite your feedback on the services I have provided
- To notify you of changes to my services

### **Disclosure of your information**

My website is operated by One.com. Please refer to their Privacy Policy.

I will not sell, rent, trade or otherwise transfer your public or private personal identifiable information to any third party company without your consent, for marketing or any purpose other than the delivery of the booked service.

I may only release your information if obliged to do so to comply with the law, enforce my Terms and Conditions, or protect my rights, property or safety or those of others.

Your information may be shared with your veterinary surgery for the well-being of your dog, should this ever be necessary.

### **Personal data security**

Your personal information is stored securely on a password-protected computer with up-to-date anti-virus software installed.

Physical documents are scanned and then shredded.

Email and any other type of electronic communications between us can never be guaranteed to be 100% secure unfortunately, therefore any information transmitted electronically is at your own risk.

### **Links to other websites**

This privacy policy only applies to the Woofs of Windsor website and business. My website may contain links to other sites, including social media sites. These websites are run by other organisations and have their own privacy policies. I do not accept any responsibility for the privacy policies of these other organisations, even though you may have accessed them via links on my website.

How long I keep your information

I keep your data on file whilst I need it to provide you with my services. If you no longer use my services, I will usually delete the information I hold about you 36 months after you last used my services. Invoices and receipts are retained for 6 years, as this is required by HMRC.

### **Access to your information**

You have the right to ask me for a copy of the information I hold about you. If you wish to do so, please use the contact form on my website or contact me by email at [admin@woofsofwindsor.co.uk](mailto:admin@woofsofwindsor.co.uk).

You can ask me to delete the information I hold on you, if you so wish, and I will do so, except for any invoices and receipts that are less than 6 years old.

### **Your consent**

By using my website and my services you consent to my privacy policy.

### **Review of this privacy policy**

I keep this Policy under review. This Policy was last updated in August 2020. If I make any changes to my privacy policy, they will be posted to this page.

For the purpose of the Data Protection Act 1998 (the Act), and The General Data Protection Regulation (GDPR) the data controller is for Woofs of Windsor is Carolyn Foster, 35 Clewer Hill Rd, Windsor SL4 4BU.