

Privacy Policy

Canine Connection is committed to ensuring the protection of personal information collected in the conduct of its business. Our privacy policy is designed to inform our clients and others who deal with us, about how we collect, hold, use and disclose personal information.

What is personal information and how do we collect it?

Canine Connection collects personal information about our clients, to provide dog training and behaviour services and to effectively manage our business relationships. The types of personal information we collect may be business contact details or may include further information to enable us to support you in your dog's training journey.

What we collect

We may collect the following information:

- Name and telephone number
- Information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to supporting you and your pet's needs

What we do with the information we gather

We require the above information to understand you and your pet's needs and provide you with a better service and for the following reasons:

- Internal record keeping.
- To improve our products or/and services.
- We may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website or Facebook group according to your interests.

Disclosure of personal information

Canine Connection will not disclose, share, sell or rent any personal information we hold about you, without your consent or are required by law to do so. Where Canine Connection have outsourced a function or activity to an external service provider, we will only disclose personal information that the service provider needs to undertake that function or activity. We will require external service providers to enter into confidentiality agreements, prohibiting them from using or disclosing personal information, for any purpose other than to carry out the function or activity for which they are engaged.

The quality, accuracy and correction of personal information we hold

Protecting personal information is a priority and Canine Connection always considers security and confidentiality when handling personal information. It is important that the information we maintain, and use is accurate, complete and up-to-date. If at any time your personal details change, please let us know so we can update our records.

Access to Personal Information

We respect your right to access personal information Canine Connection holds about you. You may request details of personal information which we hold about you under the Data Protection Act (1998). If you believe that any information, we are holding on you is incorrect, please follow the contact details in the further information section.

Data security

Canine Connection are committed to ensuring that your information is secure, and takes reasonable steps to protect all personal information we hold, from misuse and loss and from unauthorised access, modification or disclosure. All data and laptops are kept in a secure locker and laptops are password protected. We will take reasonable steps to destroy or permanently de-identify your personal information when it is no longer needed.

Further information

If you have any questions about our privacy policy or require more information concerning our privacy practices, please address your enquiries to: hello@canineconnectioncompany.co.uk