

Howley's Hounds Privacy Policy

This privacy policy sets out how Howley's Hounds uses and protects any personal information that you give Howley's Hounds when you use this website. In this policy, "we", "us" and "our" refer to Howley's Hounds.

Howley's Hounds is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Howley's Hounds may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st August 2020.

What we collect:

We may collect the following information:

- Name and address
- Contact information including email address and telephone numbers
- Demographic information such as postcode, preferences and pet information such as name, DOB, vaccination records, obedience levels, veterinary details

What we do with the information we gather:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may periodically send promotional emails about new services or other information which we think you may find interesting using the email address which you have provided
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email or phone
- To update you on your pet if required

IP addresses

An IP or Internet Protocol Address is a unique numerical address assigned to a computer as it logs on to the internet. Under the EU General Data Protection Regulation 2018, IP addresses are considered to be personal data. When you visit our website our server keeps a record of your IP address in the logs. This is done to help detect and prevent fraud and unauthorized access and to maintain the security of our systems.

Security and processing of data

We are committed to ensuring that your information is secure. All data is recorded via the online form in the first instance to respond to your enquiries. Your data will also be transferred as a hard copy and stored in your own personal file in a locked filing cabinet. Any further information will also be recorded in the form of a hard copy at the time of a pre service visit. Information recorded will primarily about your pets details, emergency contacts, veterinary and its needs as specified and agreed by you.

- a: To arrange a pre service visit via text/email/messenger whichever is your preference
- b: To arrange/confirm/cancel bookings via text/email/messenger whichever is your preference
- c: To send invoices via email or post whichever is your preference

How we keep your personal data secure

We are committed to ensuring that your information is secure. We use reasonable organisational, technical and administrative measures to protect your personal data.

This includes our website being a secure (https) website so that the data you enter in your browser is encrypted before being sent to our server. The data submitted in forms is automatically e-mailed to us by our server. These e-mails are sent using 'Opportunistic TLS' which means an attempt is made to send the e-mail in an encrypted form. However this is not always successful and we cannot guarantee that the e-mail will be encrypted. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure.

Lawful basis for the processing of personal data

When processing your personal data to reply to enquiries and provide marketing communications, the lawful basis we use for processing your personal data, as defined in the EU General Data Protection Regulation 2018, is 'consent'.

When processing your IP address as described in (ii) above, the lawful basis we use for processing your personal data, as defined in the EU General Data Protection Regulation 2018, is 'legitimate interest'.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

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

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 check which cookies are used by each business solution, third-party app or third-party integration using Chrome's built-in cookie view. While in incognito mode, click the Secure icon next to the URL bar and then select Cookies.

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. Refer to the following for a good source of information about cookies: <http://www.allaboutcookies.org/>

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. 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 policy applicable to the website in question.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Withdrawing consent or incorrect information

Where the legal basis for our processing of your personal data is consent, if you would like to withdraw that consent (e.g. for us to send you marketing communications) please email, call us or write to us at the address given below. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect. Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.

You may request details of personal information which we hold about you under the Data Protection Act 1998.

Complaints regarding our service

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records. If you have any question regarding our privacy policy, please contact us at the address shown in the *Withdrawing consent or incorrect information* section.

Our details

This website is owned and operated by Howley's Hounds.

- a: howleyshounds2020@gmail.com
- b: 07976 551586
- c: 46 Cross Waters Close, Wootton Fields, Northampton. NN4 6AL