

ThinkDogs Training & Behaviour Privacy Policy

This Privacy Policy sets out how we, ThinkDogs Training & Behaviour Ltd, collect, store and use information about you when you use or interact with the site under the domain www.thinkdogstraining.co.uk ("our Website") and where we otherwise obtain or collect information about you. This Privacy Policy is effective from 8th November 2022.

Our Privacy Policy details how we use and store your personal information in accordance with the General Data Protection Regulation (GDPR).

Who we are

The Data Controller in respect to our organisation and website is ThinkDogs Training & Behaviour Ltd.

The type of personal information we collect

We collect both personal and anonymous data. The types of data we collect depends on how you use our website and the information that you choose to provide us with.

Information we collect when you visit our website

When you visit our website, the data we collect includes the user's name, IP address and time of visit. We may collect 1st and 3rd party cookies, more details about how we collect, store and use cookies can be found in our [Cookies Policy](#) section on our website.

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Website user stats (for example, IP address)
- Non-personal identification information (for example, device and log information)

We collect any information you choose to provide us by using our contact form, signing up to our email newsletter and/or updates, leaving a comment on an article, or otherwise communicating the information to us.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Providing us with this information by completing our contact, booking and/or email signup forms

- Leaving a comment on our website
- Otherwise engaging with our services

Some information is collected automatically when you use our website (for example, by website plugins).

If you leave a comment on the Website, your name and email address will also be saved in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will be saved on your computer until you delete them.

Your IP and browser user agent string is collected when you leave a comment.

The aforementioned data is retained indefinitely so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

How we use your personal information

We use the information that you have given us in order to provide, improve and maintain our services.

Your personal information is processed on legitimate grounds and/or in accordance with obligations by law or contract.

We will only share this information with third parties with your consent or at your discretion. We do not share your details with third parties for reasons other than to improve your user experience, to provide you directly with our services or to understand how you use our website.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us.
- (b) We have a legitimate interest. This information is collected and processed in order to deliver and improve our services.

How we store your personal information

We protect all of your personal information with the appropriate security.

Our website is protected with an SSL certificate (HTTPS). Our email client is secure and password protected.

We do not store your personal information for longer than needed in order to deliver and maintain our services. You can make a personal data request, request we amend or delete

your personal information at any time, which will be fulfilled within 30 days of the request in accordance with the GDPR.

We will do everything within our power to prevent security breaches and will notify suitable authorities of any data breaches that occur.

If we ask an external organisation to provide a service for us we will always ensure that they have appropriate security measures in place.

Embedded content from other websites

Pages on this website may contain embedded content (for example, videos, images, articles, etc.). We may use plugins containing embedded content from our other social media profiles (for example, Instagram). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect your data, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

This website contains links to external websites. We are not responsible for the privacy practices or the content on these sites. Our users are encouraged to be aware that when they leave this website they should read the privacy policy and spam policies of each website that collects personal data. This Privacy Policy applies only to the information collected by us.

Social media policy

We may use official profiles on social media channels. We advise our users to verify the legitimacy of any profile pertaining to our company before interacting with them. Our social media profiles will never ask for user passwords or personal details.

If we provide a social media service for you then you are advised to read the Privacy Policy of that service. The social media businesses that we interact with include Facebook and Instagram.

Your data protection rights

Under data protection law, you have rights, including:

- Your right of access - You have the right to ask us for copies of your personal information.

- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at ThinkDogs Training & Behaviour Ltd.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Our contact details

The Data Controller can be contacted using the following details:

ThinkDogs Training & Behaviour Ltd

Email: contact@thinkdogstraining.co.uk

Mobile: 07432891996