

PRIVACY POLICY

Eve's Dog Walking and Pet Care ("EDWPC") respects the privacy of visitors to its website and takes the security of customer data very seriously. This privacy policy sets out how EDWPC collects, uses and protects any personal information that you provide when you use its website and services.

How is information collected from you?

If you phone, text or email EDWPC to book a 'Meet and Greet' your information is obtained in that way.

If you decide to use EDWPC's services you will be asked to fill out some brief forms and so information will also be collected from you through that route.

EDWPC'S website uses cookies, and your information may be collected by EDWPC in this way.

What are cookies?

Cookies are small text files that can be stored on and accessed from your device when you visit a website. They may include a unique identifier that distinguishes your computer or mobile device from other devices.

What type of cookies does EDWPC use?

EDWPC uses "Essential" and "Analytics" cookies to monitor the effectiveness of its website. Essential cookies cannot be disabled, however if you wish to opt out of the usage of Analytics cookies you can do so by clicking on the relevant area of the cookies banner on the website.

What type of information is collected from you?

This might include information that you provide when you visit EDWPC'S website. For example, you may fill out the Contact Form and input your contact details so that EDWPC can get in touch with you.

The forms you complete when you first use EDWPC's service will also provide EDWPC with your personal information, for example your name, address, contact number and email address. Other information to enable EDWPC to carry out its services may also be collected (eg your house alarm code).

How is your information used?

EDWPC may use your information to provide you with the services you've requested and seek your views on its services, to invoice you and send you receipts for your records and to notify you of any changes to its services.

EDWPC may periodically send emails about new services, special offers or other information which you may find interesting using the email address which you have provided.

Who has access to your information?

Your information may be shared with any team members of EDWPC to enable EDWPC to carry out its services.

Your information will not be shared with third parties (other than a veterinarian) without your permission unless EDWPC is required to share it by law. Your information may be shared with a veterinarian for the well-being of your pet.

Your contact choices

EDWPC will not contact you for marketing purposes unless you give your prior consent by ticking the relevant box on EDWPC's Terms & Conditions form. You can change your marketing contact preference at any time by emailing evesdogwalking.co.uk

How to access and update your information

If you believe any information EDWPC holds about you is incorrect please email evesdogwalking.co.uk with details so your information can be updated. You have the right to ask for a copy of the information EDWPC holds about you by emailing evesdogwalking.co.uk

Storage of your information

EDWPC keeps your data on file in order to fulfil any future bookings. If you do not wish EDWPC to store your data you should email evesdogwalking.co.uk to request that it be deleted. In such circumstances, relevant accounting records only (such as invoices) will be kept for up to 6 years as required by HMRC.

Security precautions to protect the loss or misuse of your information

EDWPC takes precautions to ensure your data is secure. These include the use of anti-virus software and electronic passwords. Details such as your email address are transmitted normally through the internet which cannot be guaranteed 100% secure and therefore is done at your own risk.

All paper information is stored in a locked cabinet.

EDWPC may change this policy periodically by updating this page, and you should check this page occasionally to ensure that you are familiar with any changes. Any significant changes will be highlighted. This policy is effective from 24 June 2021.