



Privacy Policy

We at Specialist K9's Limited are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about those who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We will review and may make changes to this Policy from time to time, so please check this page occasionally to ensure that you're happy with any changes.

By using our website, you are agreeing to be bound by this Policy.

If you have any questions regarding this Policy and our privacy practices should be sent by email to: cjc@specialistk9s.co.uk or in writing to: Specialist K9's Limited, Unit 1 The Cam Centre, Wilbury Way, Hitchin, Hertfordshire, SG4 0TW, UK.

Who are we?

We are Specialist K9's Limited, a Specialist Canine Service Provider.

How do we collect information from you?

We obtain information about you when:

- you visit our website.
- you subscribe to receive marketing emails.
- you make an enquiry.
- you make a comment on our blog.
- you email us.
- you write to us.
- you telephone us.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. Use of 'cookies' Like many other websites, the Specialist K9's Limited website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit.

They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us



to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences.

How is your information used?

We may use your information to:

- Contact you regarding queries raised in the contact form.
- Carry out our obligations arising from any contracts entered into by you and us.
- Seek your views or comments on the services we provide.
- Notify you of changes to our services.
- Send you communications which you have requested and that may be of interest to you.

We will review our retention periods for personal information on a regular basis.

We are legally required to hold some types of information to fulfil our statutory obligations.

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or if it is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell your information to third parties. We will not share your information with third parties for marketing purposes. Third Party Service Providers working on our behalf:

We may pass your information to our third-party service providers, agents' subcontractors, and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Please be reassured that we will not release your information to third parties beyond the company for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your choices

You have a choice about whether you wish to receive information from us.

We will not contact you for marketing purposes by email, phone, or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: or telephone.



How can you access and update your information?

The accuracy of your information is important to us.

You have the right to request a copy of the information we hold about you so that you can ensure its accuracy.

You can do this by the following methods: Contact the Managing Director at Specialist K9's Limited and request the information held about you; Specialist K9's Limited, Unit 1 The Cam Centre, Wilbury Way, Hitchin, Hertfordshire, SG4 0TW, UK.

Right to data removal

You have a right to request your data to be removed from our services, databases, and servers.

You can write to us to be request erasure. In instances where we have transaction information in terms of sales or purchases. These may need to be retained for the minimum amount of time that HMRC requires us to. After this period has lapsed, we'll erase any data we hold on you.

Security precautions in place to protect the loss, misuse, or alteration of your information When you give us personal information, we take steps to ensure that it's treated securely. Nonsensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to ensure its security on our systems.

Links to other websites

This website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing, or processing. If we transfer your



information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU to provide you with those services.

Review Date Due: April 2025