

Personal Data and Privacy Policy

Our Personal Data and Privacy Policy is in line with the current data protection legislation (GDPR, 2018).

This privacy policy sets out how Juvo Animal Behaviour uses and protects any information that you give when you use this website www.juvo-ab.co.uk, your transactions performed via our Website, when contacting us via telephone or email, and when providing information during a training session or behaviour consultation.

Whether you are booking a training course or a private behaviour or training appointment with us, sending a web enquiry, leaving a telephone message, or just browsing our website, we want you to know that we are fully committed to protecting your privacy. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

Juvo Animal Behaviour 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 March 2020.

If you have questions about how we use your data or what we do to protect your privacy, please don't hesitate to email us at info@juvo-ab.co.uk

Personal data we may collect from you

In order to send you free information on animal behaviour and training, add you to our mailing list or book you onto any of our training courses or behaviour consultations, we may collect some of the following information that you voluntarily provide:

- Your name (and your dog's name, breed and age)
- Your contact information (including address, telephone number and email address)
- Payment information (via bank transfers)
- Dietary requirements – this is so we can accommodate any refreshment requirements at events
- Allergies/health conditions we should be aware of – this is in case you are taken ill during any training event, and to ensure we make any reasonable adjustments so you can get the most out of your learning experience

When you visit our website, we may collect indirectly from you the following information:

- Your device IP address
- When and which pages of our website you visit
- The device you are using to access our website (operating system, screen resolution, browser type)

What we do with the information we gather

We require this information to understand your needs and provide you with a better service by improving our services, and in particular for internal record keeping to enable us to exercise governance of rights.

The transactional data will be used to process your bookings, to handle your payment, to communicate with you relating to your booking, to provide you with specifically tailored marketing emails or invitations to attend appropriate classes and events (subject to your consent, only if you have opted-in), and to handle customer service requests. You can opt-out of receiving tailored marketing emails or invitations at any time by contacting: info@juvo-ab.co.uk

Security

Juvo Animal Behaviour will take appropriate technical and organisational measures to protect the personal data we transmit, store or otherwise process against accidental or unlawful destruction, loss, alteration or unauthorised disclosure or access.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, although Juvo Animal Behaviour strives to protect your personal data online, including through use of encryption and other measures, we cannot guarantee the security of any Internet communication or transmission.

If you have reason to believe that your interaction with us is not secure, please notify us of the problem immediately by contacting us using the details below.

Prior to introducing new systems or technologies relevant to the processing of personal data, Juvo Animal Behaviour will undertake the necessary impact assessments with a particular focus on any associated risks.

Who has access to your information

We will never sell, distribute or lease your personally identifiable information to any third party. We will never 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 (for example to send you emails/newsletters).

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 for them to use for their own direct marketing purposes, unless you have requested us to do so.

In some circumstances, Juvo Animal Behaviour may need to share your personal data where necessary with other third parties (including legal or other advisors, regulatory authorities, courts and government agencies) to enable us to enforce our legal rights, or to protect the rights, property or safety of our employees or where such disclosure may be permitted or required by law.

Other websites

Our website may contain links to other websites of interest. 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 statement applicable to the website in question.

Controlling your information

You may choose to restrict the collection or use of your personal information:

- Whenever you are asked to fill in a form on the website, look for the boxes and tick only those categories which you are interested in and wish to receive information about.
- If you opt-in to receive marketing emails from us, we'll send you emails very occasionally keeping you up-to-date with news, training courses and events and useful information. In order to receive emails from us, you only need to provide us with your name and email address. You can opt-out of receiving marketing emails from us at any time by emailing info@juvo-ab.co.uk If you opt-out of receiving marketing emails, you will still receive important information about any training / behaviour services you have booked, by email.

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 (e.g. about the work of other behaviour specialists and trainers) which we think you may find interesting if you tell us that you wish this to happen.

Retaining your information

We will only retain personal data for as long as is necessary to provide our services or for as long as we reasonably require to retain the information for our lawful business purposes or comply with a statutory or other legal requirement.

Your rights

When it comes to your personal information, you have the following rights:

- The right to be informed about how we use your information
- The right to access any information we hold about you
- The right to correct any inaccurate information that we hold about you
- The right to request that we delete information that we hold about you
- The right to request that we stop processing your information i.e. using it for any or all of the purposes set out in this privacy policy
- The right to access your information in such a way so that it can easily be transferred from environment to another in a safe and secure way
- The right to object to, and opt-out of our email marketing at any time

We will always ensure that our services are made available to you in a way that makes it easy for you to exercise any of these rights, and we will comply with your requests unless we have a lawful reason not to do so. We will endeavour to handle any requests within a reasonable period and, in any event, within a month of the original request.

Data breaches

In the event of any breach of Juvo Animal Behaviour's systems impacting on the security of an individual's personal data, Juvo Animal Behaviour will inform the affected individual at the earliest opportunity describing the nature of the breach, the possible consequences and the measures being taken to remedy the situation in accordance with our procedures and applicable law.

Complaints

If you are unhappy with the way in which Juvo Animal Behaviour processes your personal data, please contact us using the information provided below. You also have the right to lodge a complaint before the Information Commissioner's Office (ICO), the UK data protection authority. Their contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; Tel: 0303 123 1113 (local rate) or 01625 545 745; or see their website www.ico.org.uk

Changes to our Privacy Policy

From time to time we may change our data processing activities. We will notify you of any changes to this policy as required by law. We will also post an updated version on our website.

If you have any questions about any changes we make, you are entitled to invoke any of your rights as set out above. We also encourage you to email info@juvo-ab.co.uk

How to contact us

Please direct any comments or enquiries relating to this policy to info@juvo-ab.co.uk

This privacy policy was last updated in March 2020.