Data Protection Policy

Happy Hounds for Life is committed to protecting the rights and privacy of individuals in accordance with the Data Protection Laws. Should you be asked to provide certain information when using our services so that you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

About the Policy

This privacy policy and any other documents referred to in it, explains how your personal data is collected, stored, used and disclosed by Happy Hounds for Life.
We reserve the right to amend this policy at any time and will notify data subjects of changes by mail or email where appropriate. If you have any questions about this policy or what Happy Hounds for Life do with personal information, their contact details are set out int the “Contact” section below.

What Information do we Collect?

We may collect the following information when you visit our website, register on our site, place an order, subscribe to our newsletter, fill out a form or register on one of our online courses:
• Name / Username
• Job Title
Contact information including:
• Veterinary practice address
• Email address
• Phone number
• Employers information if they are paying for the course
• Financial transaction data
• Information on the chosen course
• Information on any appeals made
• Information on any correspondence between Happy Hounds for Life and yourself
• Information on demographics such as interests, preferences and postcode. • Other information relevant to customer surveys and/offers.

How do we use the Information we Collect?

The information we gather is required to help provide you with a better service and may be used in the following ways:
• To manage your course registration.

- For internal record keeping.
- To personalise your experience, helping us to better respond to your individual
- needs.
- To improve our website, we are continually striving to improve based on the
- information and feedback we receive from you.
- To improve our customer service, helping us to respond more effectively to your
- requests and support needs.

- To process feedback, complaints or appeals relevant to Happy Hounds and the online services we provide.
- To process transactions.
- To administer a contest, promotion, survey or other site features.
- To send periodic emails.

Under what Circumstances do we Share Information with Third Parties?

In certain circumstances, required by law, we may need to disclose information without your consent either for the prevention of crime or fraud or if requests are made by the Government or law enforcement authorities.

We will not sell any of your personal information to any third party.

We may engage trusted third party service providers to perform functions and provide services to us, such as hosting and maintaining our servers and the website, database storage and management, e-mail management, storage marketing, credit card processing, customer service and fulfilling orders for products and services you may purchase through the website.

We will likely share your personal information, and possibly some non-personal information, with these third parties to enable them to perform these services for us and for you.

Where and when is Information Collected from Customers and End Users?

Happy Hounds for Life will collect personal information that you submit to us. We may also receive personal information about you from third parties as described above.

How do we use your Email Address?

By submitting your email address on this website, you agree to receive emails from us. You can cancel your participation in any of these email lists at any time by clicking on the opt-out link or other unsubscribe option that is included in the respective email. We only send emails to people who have authorised us to contact them, either directly, or through a third party.

We do not send unsolicited commercial emails. By submitting your email address, you also agree to allow us to use your email address for customer audience targeting on sites like Facebook, where we display custom advertising to specific people who have opted-in to receive communications from us.

Email addresses submitted only through the order processing page will be used for the sole purpose of sending you information and updates pertaining to your order. If, however, you have provided the same email to us through another method, we may use it for any of the purposes stated in this Policy.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How long do we keep your Information for?

We keep your information only so long as we need it to provide Happy Hounds for Life to you and fulfil the purposes described in this policy. This is also the case for anyone that we share your information with and who carries out services on our behalf. When we no longer need to use your information and there is no need for us to keep it to comply with our legal or regulatory obligations, we'll either remove it from our systems or depersonalise it so that we can't identify you.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

The use of Cookies on our Website:

We use "Cookies" to identify the areas of our website that you have visited. A Cookie is a small piece of data stored on your computer or mobile device by your web browser. We use them to enhance the performance and functionality of our website but they are non-essential to their use. However, without these cookies, certain functionality like videos may become unavailable or you would be required to enter your login details every time you visit the website as we would not be able to remember that you had logged in previously. Most web browsers can be set to disable the use of Cookies. However, if you disable Cookies, you may not be able to access functionality on our website correctly or at all. We never place Personally Identifiable Information in Cookies.

Links to other Websites:

Our website may contain links to other websites not operated or controlled by Happy Hounds for Life. We are not responsible for the content, accuracy or opinions expressed in such websites, and such websites are not investigated, monitored or checked for accuracy or completeness by us.

Please remember that when you use a link to go from or website to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including those that have a link on our platform, is subject to that website's own rules and policies. Such third parties may use their own cookies or other methods to collect information about you, so exercise caution

Compliance

Happy Hounds for Life is registered as a data controller with the Information Commissioner's Office (ICO). This commitment has included taking a proactive approach to ensuring compliance with the GDPR. Happy Hounds for Life will comply with the obligations under the GDPR by following tine Data Protection Principles below.

Data Protection Principles

Under the Data Protection Laws, all data controllers are responsible for processing data in accordance with the following principles:

1. processed lawfully, fairly and in a transparent manner in relation to individuals.
2. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
3. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
4. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.
5. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
6. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Your Data Protection Rights

Under data protection laws, you have certain rights in relation to your own personal data. These include:

- The right to block or restrict any data processing about you.
- The right to request a copy of the information we hold about you.
- The right to ask us to correct mistakes in information that we hold about you.
- The right to restrict our use of your data in certain situations.
- The right to claim compensation for damages caused by our breach of any data protection laws.
- The right to object to receiving direct marketing materials.

You can exercise any of your rights by emailing admin@happyhoundsforlife.com.

Happy Hounds for Life will ensure that all personal information supplied to us, is held securely, in accordance with the General Data Protection Regulations (GDPR) 2018.

- This means that the data is held on secure servers in the UK, hosted by our hosting provider. Data is backed up by our hosting provider and the facility has controls in place to prevent unauthorised access.
- If you feel that your data protection rights have been breached, and we are unable to resolve your concerns, you can lodge a complaint with the UK Information Commissioner's Office here https://ico.org.uk/
- Happy Hounds for Life is registered with the Information Commissioner's Office UK (ICO).

Controlling your Personal Data

The following ways can be used to restrict the collection or use of your personal information should you so choose:

- If you have previously consented to us using your personal data for direct marketing purposes, you can change your mind at any time by emailing us at admin@happyhoundsforlife.com
- We will not sell, distribute or lease your personal information to third parties without your permission to do so or are required by law to do so. We may use your personal information to send you promotional information about the third parties which we think will be of interest to you if you tell us you wish for this to happen.

Any personal data we hold about you can be requested under the Data Protection Act 1998. A small fee will be payable.

Contact us by email to request a copy of the information held about you:

Contact

For any other queries about compliance please contact:

- Rachel Cook - Happy Hounds for Life's Compliance Manager admin@happyhoundsforlife.com

Document Control

Document Name: Data Protection Policy
Document Number: D13

Date of Correction	Version Number	Correction Reason
	1	