



Pawsitive Retreat

Privacy Policy



At Pawsitive Retreat, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you visit our website or use our services. We are registered with the Information Commissioner's Office (ICO), ensuring our compliance with data protection regulations.

Information We Collect

We may collect the following types of information:

- Personal Information: This includes your name, email address, phone number, and any other details you provide when you make an enquiry or book our services.
- Pet Information: Details about your pet, including their name, breed, age, dietary needs, and medical history, to ensure we provide appropriate care.
- Usage Data: Information about how you use our website, including your IP address, browser type, pages visited, and the time and date of your visit.

How We Use Your Information

We may use the information we collect for various purposes, including:

- To provide and manage our services.
- To communicate with you regarding bookings, enquiries, and customer support.
- To improve our website and services based on user feedback.
- To send you promotional materials or updates, only if you have opted in to receive such communications.

Data Retention

Due to licence regulations, we are required to keep your information for a period of three years. If you wish for your information to be destroyed before this period, please contact us in writing via email.

Data Protection

We implement a variety of security measures to protect your personal information. Access to your personal data is restricted to authorised personnel only, and we use encryption such as whats app and google business secure server technology to safeguard your information.

Shared Information

- We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except in the following circumstances:
- Service Providers: We may share your information with third-party service providers who assist us in operating our website and conducting our business, provided they agree to keep your information confidential.
- Legal Requirements: We may disclose your information if required to do so by law or in response to valid requests by public authorities.
- Debt Collection: Under the law, should anyone be due any money to Pawsitive Retreat, we will share relevant information with debt collection agencies.

booking@pawsitive-retreat.org

www.pawsitive-retreat.org



Pawsitive Retreat

Privacy Policy



Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections to any inaccurate or incomplete information.
- Request the deletion of your personal data, subject to certain legal exceptions.

To exercise any of these rights, please contact us using the information provided below.

Cookies

Our website may use cookies to enhance your experience. Cookies are small files stored on your device that help us understand how you use our site. You can choose to accept or decline cookies through your browser settings.

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of any third-party sites you visit.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions about this Privacy Policy or our practices regarding your personal information, please contact us at:

Pawsitive Retreat

Email: booking@pawsitive-retreat.org

Phone: 07957 513398

booking@pawsitive-retreat.org

www.pawsitive-retreat.org