**Active Animals Privacy Policy**

**Your privacy**

Active Animals Dog Walking and Pet Care, Tewkesbury adhere to strict guidelines and will not share, sell, trade, give or advise the statistics that we collect on our website to any third party.

The online data that we collect on the website is used solely for purposes of our own web metrics and traffic analysis by Active Animals in order to monitor and improve services to visitors.

We are committed to protecting your online experience. The following statement sets our privacy policy. For the purposes of this privacy statement “Active Animals” or <www.activeanimals.co.uk>” shall mean Active Animals Dog Walking and Pet Care, Tewkesbury and “visitor” or “user” shall mean you or another third party.

This policy may change from time to time so please re-read this policy periodically.

**The information we collect**

Active Animals collect information in a variety of ways. The information we gather is to improve visitor experience, or when you contact us we use that information to contact you so that we can provide our services to you. When someone decides to contact Active Animals website then we collect more specific information from them.

**Stored information**

If you use our online contact form to contact us, the information we store is on a secure database and used to identify you. Your details are kept securely and not shared or accessed by anyone else, and the contact form information that you provide is automatically deleted after 60 days

**Required Information:**

* Name = Our form collects your name
* Email = Your email, we may use this to contact you back
* Telephone = Your Telephone, we may use this information to contact you back
* Subject = Optionally a short descriptive line as to why you may be contacting us, so that we can respond to you as best fits your description
* Message = We require context as to why you are contacting us, the enquiry or otherwise
* Confirmation = We require that you authorize us, or opt-in, for us to contact you back and to store those details as long as is necessary to provide our services to you, or until you request otherwise

**GDPR & The right to be forgotten**

The General Data Protection Regulation (GDPR) comes into force on 25th May. This regulation gives many companies the opportunity to review the way they hold your data.

Here at Active Animals we collect data such as your name, addresses, email and phone numbers for the purpose of contacting you regarding your pets needs. We have not and never will sell on data to any third parties. We feel we treat your data as if it were our own. We keep no for payment card details as bank transfer is our preferred the method of payment.

**Mailing Lists**

If we ever did a mailing list you will be given the choice to opt in or out.in.
We have never bought in marketing lists in the past and have no intention to do so.

**The Right to ask for a copy of your data**

You have the right to ask for a copy of your data. In the first instance please email hannah@activeanimals.co.uk, There is no charge for this service and we have up to 30 days to respond to the data request. We reserve the right to make a reasonable charge for additional copies of information that has already been supplied.

**The Right to be forgotten**

You have the right to request your data be removed from our database systems if you feel it is no longer necessary for us to hold the data. Please email hannah@activeanimals.co.uk with your request.

If you would like to discuss what data we hold and how we handle it please do get in touch either by email to hannah@activeanimals.co.uk or Phone +44 (0) 07528411333.

More information on GDPR Laws in the UK: [“https://www.gov.uk/government/consultations/general-data-protection-regulation-call-for-views](https://www.gov.uk/government/consultations/general-data-protection-regulation-call-for-views)

**The information we do not collect**

Active Animals has a clear policy in-place not to store data, documents or the scanned electronic versions for more than longer than is necessary to fulfill a client request after which time that data is destroyed securely.

**Security**

 Active Animals take security and keeping your information very seriously.

**SSL Certificate installed**

When you visit this website we make use of https protocol, meaning that we have a SSL certificate installed with 2048 bit encryption on our server to verify from a third-party that the website you are viewing is our website and has not been spoofed by another server.

**When accessing our online services or contacting us**

All text data entered into the database from the contact form is stripped of HTML and various illegal characters are removed in this process. Field names in the database remain ambiguous. The contact form information that you provide is automatically deleted after 60 days

**Parties to whom we disclose your information**

We do not collect data from visitors will not be transmitted to a third party. Meaning, that we will not, and do not, mine your data for marketing purposes, nor disclose the details of your traffic to a third party.

Active Animals may disclose Customer Information in special cases where we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our terms and conditions of use or may be causing injury or interference with our rights, property, our customers or anyone who could be harmed by such activities. We may also disclose Customer Information when we believe, in good faith, that the law requires it.

**Correct/update**

The visitor remains responsible for providing accurate information. They can contact us to correct this at any time. We will not amend any details unless you give us express permission to do so.

**Our website uses cookies**

We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies can be used by web servers to identity and track users as they navigate different pages on a website and identify users returning to a website. Cookies may be either “persistent” cookies or “session” cookies.

**A persistent cookie** consists of a text file sent by a web server to a web browser, which will be stored by the browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date).

**A session cookie,** on the other hand, will expire at the end of the user session, when the web browser is closed.

**About our cookies**

We use both session cookies and persistent cookies on this website, however we prefer to use SESSIONS over COOKIES where possible as this information is stored on the server and is destroyed after 20 minutes of inactivity. We identify the persistent and session cookies that we may send you:

**The purpose of each cookie is explained in the table below:**

|  |  |  |
| --- | --- | --- |
| **Cookie** | **Description** | **Duration** |
| **Cookie notice accepted** | **We will use this persistent cookie if you have accepted cookies so that the cookie policy message can be negated. This cookie lasts until such time as you delete the cookie in your browser** | **30 days** |
| **Test Cookie** | **We will use this persistent cookie if you have accepted cookies so that the cookie policy message can be negated. This cookie lasts until such time as you delete the cookie in your browser** | **Destroyed when the browser is closed (end of user session)** |
| **Wordpress test cookie** | **We will use this persistent cookie if you have accepted cookies so that the cookie policy message can be negated. This cookie lasts until such time as you delete the cookie in your browser** | **PHP session is destroyed when the browser is closed (end of user session)** |
| **Wordpress (serialised number)** | **We will use this session cookie to store information about your current session, which is stored on the server and is used to identify other information, like user id/name (when signed in)** | **End of session** |
| **Wordpress logged in (unique serialised user id)** | **We will use this session cookie to store information about your current session, which is stored on the server and is used to identify other information, like user id/name (when signed in)** | **End of session** |

**Cookies set by Third Party sites**

**Google Analytics Cookies**

We do not use Google Analytics to understand how visitors interact with our website, such as how they found us, how long is spent viewing pages, and what time of day they visited us on.

**Cookies and personal information**

Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked, by us, to the information stored in and obtained from cookies.

**Blocking cookies**

Most browsers allow you to refuse to accept cookies. For example:

(a) In Internet Explorer (version 9) you can block cookies using the cookie handling override settings available by clicking “Tools”, “Internet Options”, “Privacy” and then “Advanced”;

(b) In Firefox (version 16) you can block all cookies by clicking “Tools”, “Options”, “Privacy”, selecting “Use custom settings for history” from the drop-down menu, and unchecking “Accept cookies from sites” and

(c) In Chrome (version 23), you can block all cookies by accessing the “Customise and control” menu, and clicking “Settings”, “Show advanced settings” and “Content settings”, and then selecting “Block sites from setting any data” under the “Cookies” heading.

Blocking all cookies will, however, have a negative impact upon the usability of many websites. If you block cookies, you will not be able to use all the features on this website.

**Deleting cookies**

You can also delete cookies already stored on your computer. For example:

(a) In Internet Explorer (version 9), you must manually delete cookie files (you can find instructions for doing so at <http://support.microsoft.com/kb/278835>);

(b) In Firefox (version 16), you can delete cookies by clicking “Tools”, “Options”, “Privacy” and then “Show Cookies”, and then clicking “Remove All Cookies”; and

(c) In Chrome (version 23), you can delete all cookies by accessing the “Customise and control” menu, and clicking “Settings”, “Show advanced settings” and “Clear browsing data”, and then selecting “Delete cookies and other site and plug-in data” before clicking “Clear browsing data”.

Again, doing this may have a negative impact on the usability of many websites.

chain, and do not store, retain, or in any other way use the information they obtain from us.

**Contact us**

This website is owned and operated by Active Animals Dog Walking & Pet Care. If you have any questions about our cookies or our privacy policy, please do not hesitate to contact us.

**Policy Updated: May 2018**

**Review Date: Annual**