

# Privacy Policy

## **About The Old Kennels**

The Old Kennels whose address is; The Old Kennels, Stentwood, Dunkeswell, Devon EX14 4RW. ("we", "us")

We are mindful of the importance of upholding the security of information under our control. All data collected through the The Old Kennels website ("the Website") is stored on secure servers, and we have stringent security and confidentiality procedures covering the storage and disclosure of such information, in accordance with the Data Protection Act 1988. The following Privacy Policy forms part of our Terms and Conditions and will help you to understand how your personal information collected during your use of the Website will be treated by us. If you have any queries on this please don't hesitate to contact us on 01823 681138 or email [info@theoldkennels.co.uk](mailto:info@theoldkennels.co.uk).

We endeavour to take all reasonable steps to protect the privacy of your personal information. However, we cannot guarantee the security of any data you disclose on-line. You accept the inherent security risks of providing the information over the Internet, and will not hold us responsible for any breach of security, unless this is due to our negligence or wilful default.

Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

This privacy policy sets out how The Old Kennels uses and protects any information that you give us when you use this website. It tells you what information we collect about you, how we may use it, and the steps we take to ensure that it is kept secure. We also explain your rights and how to contact us.

Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time. If we decide to change our privacy policy, we will post the changes on this web page so that you are aware of the information we collect, how we use it and under what circumstances we disclose it.

This policy is effective from 25th May 2018.

A hard copy of the policy is available from the The Old Kennels, Stentwood, Dunkeswell, Devon EX14 4RW. Any revised policy will apply only to data collected after the new policy comes into effect.

## Consent

We have a strong commitment towards the privacy of sensitive information. This Privacy Policy sets out how we use personal information obtained about you during your use of the Website. Your use of the Website signifies that you have given us your consent to such use of your data and your agreement to the terms of this Privacy Policy.

What information do we hold on you?

We may collect the following information:

- name
- contact information including email address/telephone number
- dietary requirements (if specified)
- access/ other requirements (if specified)

We collect personal information when you place an order on our Website. The purpose of collecting this information is to be able to provide you with the product you have requested in a secure and timely way. We also collect personal information if you register to receive our newsletter and/or brochure. Any personal information we collect will be used by us strictly in accordance with current data protection legislation and this Privacy Policy. We will store the information we collect from you and hold it electronically or otherwise.

### **What do we do with the information we gather?**

We may use the personal information gathered in our normal course of business primarily to provide the products, services, offers or news you have requested and also for administration purposes with your consent:

- to confirm identification when you contact us
- to keep you informed of new products, any special offers or promotions that we believe might be of particular interest to you
- to communicate with you in the event that any products or services you have requested are unavailable
- to review the conduct of and to administer/operate your accounts
- for statistical analysis, including automated techniques
- for record-keeping purposes
- for market research
- to track activity on our website
- to improve and monitor our customer service to you
- the prevention of crime and fraud
- for any other purposes deemed necessary for business.

We shall not share your information with third parties.

We may contact you for such marketing purposes by email, telephone or post (depending on the information we collect from you). If you do not wish to receive such offers then you will be able to prevent your information being used at the point you provide the information. Further, you can at any time write to us, or email us at the address in the "Contact Us" section if you no longer wish to receive such offers

and you may unsubscribe from our newsletter on the "Subscribe" page of our website. Please contact us if you wish to unsubscribe from our newsletter or brochure, in particular if you wish us to remove your photograph from any of our social media or website.

### **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.

### **Your rights to see your personal data**

You have the right to see the personal data (as defined in the Data Protection Act 1988) that we keep about you, on receipt of a written request, verification of your identity, and payment of a fee. If you are concerned that any of the information we hold on you is incorrect or if you wish to object to the use we have made of your personal data, please contact us at either of the addresses in the "Contact Us" section below.

Disclosure of your information to service providers

In order to provide our products and services, we may need to pass information on to our agents and sub-contractors or appoint other organisations to carry out some of the processing activities on our behalf, such as printers.

In these circumstances, we will ensure that we request your approval to so do, and that your information is properly protected and used in accordance with this privacy policy.

### **The use of cookies**

Cookies are small data files which are stored on your computer, mobile phone or device. Cookies may be placed on your device when you visit a website or open a marketing email.

The Old Kennels uses cookies for a variety of reasons, such as to remember your preferences when you visit our site, tailor your visit or monitor traffic to enable us to improve our site.

We also set third party cookies to allow you to easily link to third parties you may be subscribed to, such as Facebook or Twitter. We do not control these cookies and how your information may be used, so please visit the third parties' websites for more information on these cookies.

### **Changing your personal information**

If you believe that we are storing details relating to you and these are incorrect or you wish to remove them, please contact us at [info@theoldkennels.co.uk](mailto:info@theoldkennels.co.uk) we will promptly correct any information found to be incorrect.

### **Links to other websites within our own website**

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 website. Therefore, we cannot be responsible for the protection and privacy as 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 personal information and your rights to access your personal information**

We will never sell, distribute or lease your personal information to third parties. We may also disclose information to the investigating authorities such as the police and customs and excise or if required to do so by law.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and GDPR 2018.

You have a right to receive a copy of the personal data that we hold about you. To obtain a copy of the personal information we hold on you, please write to The Old Kennels at [info@theoldkennels.co.uk](mailto:info@theoldkennels.co.uk) or call 01823 681138 and ask for a Subject Access Request Form.

### **Contact Us**

If you have any comments or queries in connection with our Privacy Policy, please contact us.

The Old Kennels

Stentwood

Dunkeswell

EX14 4RW

Tel: 01823 681138

Email: [info@theoldkennels.co.uk](mailto:info@theoldkennels.co.uk)