

Privacy and Cookies

Happy Tails Dog Training

Contact details:

Sorrel Coni

sorrel@happytailsdogtraining.co.uk

07958 443904

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This Privacy Notice explains how Happy Tails Dog Training collects and uses your personal information through our website in providing services to our clients and in dealing with our service providers. Happy Tails Dog Training takes its responsibilities for your personal information seriously and is committed to protecting your privacy. We would like you to understand how we collect and use your personal information. This Privacy Notice tells you what to expect when Happy Tails collects personal information from you.

Personal information we collect

When we refer to “personal information” in this Privacy Notice, we mean any information that relates to an identified or identifiable individual.

We collect the following kinds of personal information:

- Name, address, telephone numbers, email address and any other personal information which you may choose to provide to us
- Details of your visits to this website. Our website uses cookies – please see the Cookies section below for further details
- Information we receive from others, for example, your dog’s veterinary surgeon, in relation to our provision of services to you

How we use your personal information

We use the personal information that we collect about you in the following ways:

- To assist in the provision of our services to you
- For invoicing and payment purposes
- For internal record keeping
- To evaluate your experience and improve the quality of our services
- To receive services from our service providers and administer our relationship with them
- To enforce our contractual and other rights

How we collect and store your personal data

- Your personal information is gathered from the details you provide during your initial enquiry by telephone, email or online submission
- Your details may be held on computer, mobile device or on paper and are stored securely

How we disclose your personal information

We disclose your personal information:

- To third parties (such as your dog’s veterinary surgeon) as necessary in providing our services to you
- In order to comply with applicable law and regulation
- To enforce our contractual and other rights

How long we keep your personal information

Your personal information will be retained for as long as is necessary to provide our services to you or for as long as we reasonably require to retain the information for our lawful business purposes or in order to comply with a statutory or other legal requirement. Your personal information will then be deleted or physically destroyed.

Cookies

This website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit the cookies Squarespace uses:

<https://support.squarespace.com/hc/en-us/articles/360001264507#toc-check-your-cookies>

These functional and required cookies are always used, which allow Squarespace, our hosting platform, to securely serve this website to you.

Name	Purpose, type, and duration
_dd_cookie_test	<ul style="list-style-type: none"> • Tests if cookies are supported • Cookie • Expires instantly
_dd_s	<ul style="list-style-type: none"> • Tracks browser errors • Cookie • Four hours
_dd_site_test	<ul style="list-style-type: none"> • Tests if cookies are supported • Cookie • Expires instantly
algoliasearch-client-js	<ul style="list-style-type: none"> • Adds auto-populated suggestions to address fields in Scheduling to help clients complete forms faster • Local storage • Persistent

Crumb

- Prevents cross-site request forgery (CSRF)
- Cookie
- Session

RecentRedirect

- Prevents redirect loops if a site has custom URL redirects.
Redirect loops are bad for SEO.
- Cookie
- 30 minutes

siteUserCrumb

- Prevents cross-site request forgery (CSRF) for logged in site users
- Cookie
- Three years

squarespace-announcement-bar

- Prevents the announcement bar from displaying if a visitor dismisses it
- Local storage
- Persistent

squarespace-likes

- Shows when you've already "liked" a blog post
- Local storage
- Persistent

squarespace-popup-overlay

- Prevents the promotional pop-up from displaying if a visitor dismisses it
- Local storage
- Persistent

squarespace-video-player-options

- Remembers video player selected preferences (volume, playback speed, and quality) for videos uploaded directly to Squarespace
- Local storage
- Persistent

ss_cookieAllowed

- Remembers if a visitor agreed to placing analytics cookies on their browser if a site is restricting the placement of cookies
- Cookie
- 30 days

ss_sd

- Ensures that visitors on the Squarespace 5 platform remain authenticated during their sessions
- Cookie
- Session

Test

- Investigates if the browser supports cookies and prevents errors
- Cookie
- Session

Analytics and Performance Cookies

These analytics and performance cookies are used on this website, as described below, only when you acknowledge our cookie banner. This website uses analytics and performance cookies to view site traffic, activity, and other data.

Cookie Name

Duration

Purpose

ss_cid

Two years

Identifies unique visitors and tracks a visitor's sessions on a site

ss_cpvisit

Two years

Identifies unique visitors and tracks a visitor's sessions on a site

ss_cvvisit	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvr	Two years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvt	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site

This website collects personal data to power our site analytics, including:

Information about your browser, network, and device
 Web pages you visited prior to coming to this website
 Your IP address

This information may also include details about your use of this website, including:

Clicks
 Internal links
 Pages visited
 Scrolling
 Searches
 Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

When you submit information to this website via webform, we collect the data requested in the webform in order to track and respond to your submissions. We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.

Additional analytics cookies

We may use Google Analytics to analyse and report to us on the use of our website. Google Analytics uses cookies to gather information about the use of the website. Information about the cookies used by Google Analytics is available at: <https://policies.google.com/technologies/cookies?hl=en-US>

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Sorrel@happytailsdogtraining.co.uk
- (b) We have a contractual obligation.
- (c) We have a legitimate interest.

Your rights under the GDPR

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Making a data right request or a complaint

If you wish to make a data right request or you are unhappy with what information we gather and how and why we use it, you can make a request or complaint to Sorrel Coni at sorrel@happytailsdogtraining.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Changes to our Privacy Notice

This Privacy Notice will be updated from time to time and replaced by an updated version on our website.