



Privacy Policy

1. Introduction

Your privacy is important to us. This privacy policy explains how we collect, use, and protect any personal information you provide when using our website or booking our services. By using our website, you agree to the practices described in this policy.

2. Data We Collect

We may collect the following information:

- Your name, email address, phone number, and postal address
- Information about your pet (e.g., age, breed, behaviour history)
- Details of any enquiries or bookings you make
- Information you provide in forms, emails, or during consultations

3. How We Use Your Data

We use your personal information to:

- Respond to enquiries and provide our services
- Schedule and manage consultations or programmes
- Keep records of services provided
- Send relevant communications, such as appointment reminders or service updates.

We will only use your data for the purposes it was collected for and will not share it with third parties except as necessary to provide our services (e.g., secure payment processing or liaising with the referring vet to further support your plan).

4. Data Protection

We store your data securely and take appropriate technical and organisational measures to protect it. Only authorised personnel have access to your information.

5. Legal Basis for Processing

Our processing of your personal data is lawful under the UK GDPR because it is necessary for:

- The performance of a contract with you (e.g., providing behavioural services)
- Compliance with legal obligations
- Legitimate interests, such as maintaining records and improving our services
- Obtaining your consent for marketing communications (which you can withdraw at any time)

6. Data Sharing

We do not sell your data. We may share information with trusted third parties when necessary to provide services, such as secure payment processors or veterinary referrals, always under strict confidentiality agreements.

7. Data Retention

We retain your personal information only for as long as necessary to provide our services and fulfil legal obligations. When data is no longer required, it is securely deleted or anonymised.

8. Your Rights

You have the right to:

- Access the personal data we hold about you
 - Request correction of any inaccurate information
 - Request erasure of your data in certain circumstances
 - Object to or restrict certain types of processing
 - Withdraw consent to marketing communications at any time
- To exercise these rights, please contact us using the details below.

9. Cookies

Our website may use cookies to improve your browsing experience. Cookies are small text files stored on your device. You can choose to disable cookies in your browser, though some features of the website may not function correctly.

10. Contact Us

If you have any questions or concerns about this privacy policy or our data practices, please contact:

Claire Arrowsmith CCAB
info@petbehaviourcentre.com
07471346824
2, CV23 9EG

11. Updates to This Policy

We may update this privacy policy from time to time. The latest version will always be published on our website with the date of the last revision.

Last Updated: 10/09/2025