



PRIVACY POLICY

The General Data Protection Regulation (GDPR) is a major change to data privacy protection laws in the European Union (EU). It is designed to ensure data privacy and increase control of personal data for EU residents. It became effective on May 25, 2018. Below it is explained how we collect data, why it is collected and who we share data with within the business.

Privacy Policy

This privacy policy ("Privacy Policy") applies to personal data that we collect from you as a customer ("you" or "your"). It provides information on what data we collect, why we collect the data, how it is used, the lawful basis on which your personal data is processed, what your rights are under the applicable data protection and privacy laws, including the General Data Protection Regulation ("GDPR").

1. WHO ARE WE

We are Compass Canine, 2B Burke Road, Totnes TQ9 5XL. The Data Controller responsible for your personal data is Sara Seymour. You can also contact us via email:

compasscanineuk@gmail.com or phone: 07855 291938

2. WHAT DO WE COLLECT

We collect the following information from you:

- Personal information: This includes your name, address, e-mail address, phone number, gender and date of birth, country in which you reside. It also includes the names, dates of birth, gender, veterinary practice details and other details about your pets, together with any other information that you elect to provide to us.
- Other Information: Personal details you choose to give when corresponding with us by phone, e-mail or visiting our centre.

In providing our services we may use photographs which may identify you, your pets, your family members and other participants and that may be considered personal data. The photographs will be in digital format and may be used on our website and social media.



PRIVACY POLICY

3. HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information in the following ways:

- To provide you with our expertise and deliver the services you have requested and contact you regarding your use of the services. Such use is necessary to respond to or implement your request and for the performance of the contract between you and us.
- As necessary for certain legitimate business interests, which include the following:
 - where we are asked to deal with any enquiries or complaints you make;
 - if you ask us to delete your data or to be removed from our marketing lists and we are required to fulfil your request, to keep basic data to identify you and prevent further unwanted processing; and
 - to (a) comply with legal obligations, (b) respond to requests from competent authorities; (b) protect our operations; (c) protect our rights, safety or property, and/or that of our affiliated businesses, you or others; and (d) enforce or defend legal rights or prevent damage.
- With your consent, we may use your photographs to promote and advertise our business, including (a) in our centre and in our printed publications, presentations, promotional materials (including leaflets, brochures, stickers, bookmarks, posters, fact sheets, calendars); (b) on our website and other digital advertising of our services; and (c) in social media forums such as Instagram and Facebook.
- We may provide you with information about goods or services, events and other promotions we feel may interest you. We will contact you by email only with your consent, if this was given at the time you provided us with the personal data.
- We may use your personal data for other purposes which you have consented to at the time of providing your data.

As used in this Privacy Policy, “legitimate interests” means our interests in conducting and managing our business. When we process your personal data for our legitimate interests, we make sure to consider and balance any potential impact on you, and your rights under data protection laws. Our legitimate interests do not automatically override your interests. We will not use your personal data for activities where our interests are overridden by the impact on you unless we have your consent, or those activities are otherwise required or permitted to by law. You have the right to object at any time to the processing of your personal data that is based on our legitimate interests, on grounds relating to your particular situation (for more information on your rights, please see “Your Data Protection Rights” section below).



PRIVACY POLICY

4. USE OF COOKIES ON COMPASS CANINE WEBSITE

This website uses cookies to better the user's experience while visiting the website. As required by legislation, where applicable, this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of/saving of cookies on their computer/device.

Visitors are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.

FOR DETAILS OF HOW TO DISABLE COOKIES PLEASE SEE COOKIE SECTION AT THE END OF THIS PAGE

5. DISCLOSURE OF YOUR INFORMATION

We share your personal data with third parties in the following situations:

- **Service Providers:** we sometimes engage selected third parties who act on our behalf to support our operations, such as (i) card processing or payment services (see the section below headed "Payment Information"), (ii) IT suppliers and contractors (e.g. data hosting providers or delivery partners) as necessary to provide IT support and enable us to provide our goods/services, and (iii) providers of specialist services, including referring veterinary surgeons and veterinary physiotherapists. Pursuant to our instructions, these parties may access, process or store your personal data in the course of performing their duties to us and solely in order to perform the services we have hired them to provide.
- **Business Transfers:** if we sell our business or our company assets are acquired by a third-party personal data held by us about our customers may be one of the transferred assets.
- **Administrative and Legal Reasons:** if we need to disclose your personal data (i) to comply with a legal obligation and/or judicial or regulatory proceedings, a court order or other legal process. (ii) to enforce our Terms & Conditions or other applicable contract terms that you are subject to; (iii) to protect us, our members or contractors against loss or damage. This may include (without limit) exchanging information with the police, courts or law enforcement organisations.



PRIVACY POLICY

6. PAYMENT INFORMATION

Any credit/debit card payments and other payments you make will be processed by our third-party payment providers and the payment data you submit will be securely stored and encrypted by our payment service providers using up to date industry standards. Please note that we do not ourselves directly process or store the debit/credit card data that you submit.

7. DATA RETENTION

We will keep your personal data only for as long as is reasonably necessary for the purposes outlined in this Privacy Policy, or for the duration required by any legal, regulatory, accounting or reporting requirements, whichever is the longer. When you consent to receive marketing communications, we will keep your data until you unsubscribe. Upon expiry of the applicable retention period, we will securely destroy your personal data in accordance with applicable laws and regulations.

8. YOUR DATA PROTECTION RIGHTS

Certain applicable data protection laws give you specific rights in relation to your personal data. In particular, if the processing of your personal data is subject to the GDPR, you have the following rights in relation to your personal data:

- **Right of access:** If you ask us, we will confirm whether we are processing your personal data and, if so, provide you with a copy of that personal data along with certain other details. If you require additional copies, we may need to charge a reasonable fee.
- **Right to rectification:** If your personal data is inaccurate or incomplete, you are entitled to ask that we correct or complete it. If we shared your personal data with others, we will tell them about the correction where possible. If you ask us, and where possible and lawful to do so, we will also tell you with whom we shared your personal data so you can contact them directly.
- **Right to erasure:** You may ask us to delete or remove your personal data, such as where our legal basis for the processing is your consent and you withdraw consent. If we shared your data with others, we will tell them about the erasure where possible. If you ask us, and where possible and lawful to do so, we will also tell you with whom we shared your personal data with, so you can contact them directly. We may continue processing personal data where this is necessary for a legitimate interest in doing so, as described in this Privacy Policy.



PRIVACY POLICY

- **Right to restrict processing:** You may ask us to restrict or ‘block’ the processing of your personal data in certain circumstances, such as where you contest the accuracy of the data or object to us processing it. We will tell you before we lift any restriction on processing. If we shared your personal data with others, we will tell them about the restriction where possible. If you ask us, and where possible and lawful to do so, we will also tell you with whom we shared your personal data, so you can contact them directly.

- **Right to data portability:** You have the right to obtain your personal data from us that you consented to give us or that was provided to us as necessary in connection with our contract with you. We will give you your personal data in a structured, commonly used and machine-readable format. You may reuse it elsewhere.

- **Right to object:** You may ask us at any time to stop processing your personal data, and we will do so:

- If we are relying on a legitimate interest to process your personal data — unless we demonstrate compelling legitimate grounds for the processing or
- If we are processing your personal data for direct marketing.

- **Right to withdraw consent:** If we rely on your consent to process your personal data, you have the right to withdraw that consent at any time. This will not affect the lawfulness of processing of your data before we received notice that you wished to withdraw your consent.

- **Right to lodge a complaint with the data protection authority:** If you have a concern about our privacy practices, including the way we handled your personal data, you can report it to the UK data protection authority (the Information Commissioner’s Office or ICO), or, as the case may be, any other competent data protection authority of an EU member state that is authorised to hear those concerns (you may find EU Data Protection Authorities’ contact information here).

If you wish to exercise any of these rights, please contact us as described in the “Contact” section below. We may also need to ask you for further information to verify your identity before we can respond to any request.

9. CONTACT

Questions, comments or requests regarding this Privacy Policy should be addressed to compasscanineuk@gmail.com



PRIVACY POLICY

INFORMATION ON HOW TO REMOVE COOKIES

Removing Cookies on Windows – Deleting Cookies from Google Chrome on Windows

1 From the main menu, click More tools > Clear Browsing Data

2 Select the items you would like to delete, including Cookies. Select the time period you would like affected.

3 Click Clear Browsing Data

You can use Incognito Mode (Ctrl + Shift + N) to automatically delete cookies and other session data when you close your browser window.

Deleting Cookies in Firefox on Windows

1 From the main toolbar, click Preferences

2 Select the Advanced panel

3 Click on the Network tab

4 Under Cached Web Content, click Clear Now

Deleting Cookies in Internet Explorer 11 on Windows

1 From the main toolbar, select Settings

2 Click Options

3 Under History, click Select

4 Select the cookies check box, then click Delete

You can also use InPrivate Browsing in Internet Explorer (found under Settings > Safety > InPrivate Browsing).

Removing Cookies on Mac or Deleting Cookies from Google Chrome on Mac

1 From the main toolbar: History -> Show Full History -> Clear Browsing Data

2 Select the items you would like to delete, including Cookies. Select the time period you would like affected.

3 Click Clear Browsing Data



PRIVACY POLICY

You can also use Incognito Mode to automatically delete cookies and other session data when you close your browser window.

Deleting Cookies in Firefox on Mac

1 From the main toolbar: History -> Clear Recent History

2 Select the time period you would like affected, and the items you would like to delete, including cookies.

3 Click Clear Now.

You can also use a Private Window to automatically delete cookies and other session data when you close your browser window.

Deleting Cookies in Safari on Mac

1 From the main toolbar: History -> Clear History and Website Data

2 Select the time period you would like affected.

3 Click Clear History.

You can also use a Private Window to automatically delete cookies and other session data when you close your browser window.