

Privacy Policy

Paws on Tour know that privacy and security is a major concern. We have set out the procedures we use for safeguarding your personal data. Please read this Privacy Policy carefully and check it occasionally as it could change from time to time. This privacy policy adheres to the guidance set out by The EU General Data Protection Regulation (GDPR).

Paws on Tours' Privacy Promise

Paws on Tour will only collect, store and use your personal information for specific purposes as outlined below in accordance with GDPR. We use your personal information to support and develop our connection with you. We will never share your personal data to 3rd parties unless required by law and your data is always protected. You may contact Paws on Tour at any time with any privacy queries or concerns and to see the personal data you have given us and request modification. Personal data means any information relating to an identified or identifiable natural person. This can include name, email address, address, and much more.

What information does Paws on Tour collect?

When visiting this website, Paws on Tour does not collect any personal information from you until you contact us via the contact form, email or telephone. It is only then you may give us your name, address, telephone number, email and other relevant information. Paws on Tour keeps a record of this information for tax purposes and for ensuring we fulfil our contract with you.

The only personal information we hold is what customers provide to us when they sign a contract. We share it with nobody, however it is stored on relevant systems such as Wix, Facebook, and Pet Sitter Plus which are GDPR compliant. If we are required by law to share any information, we will check with each party concerned to ensure they are happy for that to happen. An example of this would be if HMRC requested an audit.

We store sensitive data for as long as customers remain active clients. Information required for tax and legal requirements are held for 7 years as a requirement by law. You may request to have your personal data removed at any time and we are more than happy to comply within 7 working days. We keep a record of any e-mail communication you send us, so we can track any problems or concerns you've had.

When you log on to our website, your IP (Internet Protocol) address registers on our servers. Your IP address reveals no information other than the number assigned to you. This information is not used to get any personal data and we do not use it for any other purpose, other than to help us monitor traffic on our website.

Paws on Tour kindly request that you do not supply any other person's personal data to us, unless required by law or you have their explicit consent to do so.

How does Paws on Tour use your personal data?

We use your data to provide you with the information for the service you require. We may send you information of other services that maybe of interest for you, only with your permission.

We may need to notify you about important changes to our website, social media or services. We may need to update our existing records about you or your pet. We will contact you to request payment or monies owed.

We will contact you notify you about changes set out in this privacy policy.

Requesting Your Information

If you would like to review the data you have provided to us because you feel that what we presently have on record is incorrect, and/or you would like your data erased from our records, you can so do by contacting us using the contact details below. Under GDPR you have a right to be forgotten, to withdraw your consent, to change information we hold about you, and to restrict processing. Paws on Tour are more than happy to comply with this in accordance with the law.

How do we protect your data?

You recognise that the Internet is not a 100% secure platform for communication and, accordingly, we cannot guarantee the security of any data you send to us (or we send to you) via the Internet. We are not responsible for any damages which you, or others, may suffer as a result of the loss of confidentiality of such information. We take every precaution to safeguard your information. All personal data stored by us is kept on a server in a secure environment. The computer on which data is accessed is password protected, data held in third-party software have their own security systems and this software is also password protected. The risks of a breach are minimal due to the precautions mentioned above being taken, and close monitoring is undertaken to ensure security systems are always up to date. Breaches will be identified, reported, managed, and resolved according to the ICO guidelines.

Written data about you is kept in a secure container. Phone numbers are stored on my (Holly) mobile. These numbers are saved under your first name and your pets name. My phone is password protected. No data is stored on a PC but on a third-party software which is GDPR compliant. The PC is password protected. The third-party software (Pet Sitter Plus) is password protected.

How you can help us protect your data

Please bear in mind that whenever you willingly divulge personal data online in nonprotected situations – for example on message forums, through email, or in chat spaces – that data can be collected and used by others. In short, if you post personal data online that is

accessible to the public, you may receive unsolicited communications from other parties in return. Also remember to close your browser window when you have finished using the computer. This is to ensure that others cannot access your personal data and communications. If you share a computer with someone else or are using a computer in a public place like a library or Internet café. We cannot confirm or warrant the security of any data you communicate to us, and you do so at your own risk. Once we receive your communication, we make our best effort to ensure its security on our systems.

How do you share my information?

No personal information will be given to any third party unless you have given prior consent. Images of your pet will be shared on our website and social media pages for the purpose of promoting the business, only with consent.

Further information

If you have questions about your personal data or our privacy policy, please contact us. To see all the information we have about you, and to correct any inaccuracies, please write to us.

Changes to privacy policy

We reserve the right to amend our privacy policy, whilst keeping it within all appropriate legislation and guidelines. We will do all we can to ensure that these pages show the most up to date information always and may notify you of such changes by uploading the revised privacy policy on the Paws on Tour website.

Cookie Policy

By visiting this website with your browser settings adjusted to allow cookies, you are consenting to Paws on Tour using cookies for the purposes described below to provide you with a fully efficient browsing experience.

The cookies we use don't store sensitive data such as your name, address or payment details and they can't harm your computer. The data we collect through these cookies is solely to improving our website and your browsing experience – it is never used to identify you and we would never share or sell on this data.

Sharing with social networks

If you use the badges that allow you to share products and content with your friends via social networks like Twitter and Facebook, these companies may set a cookie on your computer memory.

Find out more about these here:

<https://www.facebook.com/about/privacy/>

<http://twitter.com/privacy>

<http://www.google.com/intl/en-GB/policies/privacy/>

Contact Information

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