

### **Disclaimer in relation to links to third party websites and services.**

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Holidays 4 Dogs is the trading name of Holidays 4 Dogs Ltd and its franchise partners.

Our Head Office address is: Common Farm, Arglam Lane, Holme on Spalding Moor, York, YO43 4HF

## **What are cookies?**

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things eg remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website. The rules on cookies are covered by the Privacy and Electronic Communications Regulations. The Regulations also cover similar technologies for storing information, eg Flash cookies. The Regulations were revised in 2011, and the ICO is responsible for enforcing these new rules. Useful information includes;

- A number of websites provide detailed information on cookies, including [AllAboutCookies.org](http://AllAboutCookies.org) and [AllAbout Cookies.org.uk](http://AllAboutCookies.org.uk).
- The Internet Advertising Bureau website [Your Online Choices](http://YourOnlineChoices.com) allows you to install opt-out cookies across different advertising networks.
- Google has developed a browser add-on to allow users to opt-out of Google Analytics across all websites which use this popular analytics product.
- New technologies such as Mozilla's Do Not Track allow you to tell websites not to track you.
- Internet Explorer has a feature called Tracking Protection Lists which allows you to import a list of websites you want to block.

## **What do the new rules mean?**

The rules require in most cases that websites wanting to use cookies get your consent.

## **How will these new rules impact on me when I use the internet?**

As organisations start to comply with these rules you are likely to start to see more information about cookies on sites and be given more choices about these cookies. This might include, for example, being asked to agree to a cookie being used for a particular service, such as remembering your preferences on a site.

Organisations will need to decide on the best way to provide clear information about cookies and to give people using their websites the right choices. They will also want to make sure that these changes do not adversely affect the experience of people using the internet. This should ensure they find a solution which meets the requirements in a way that works well for their site and meets the needs of people using it.

## **How can I control my cookies?**

You can use your web browser (e.g. Internet Explorer) to:

- Delete all cookies
- Block all cookies allow all cookies
- Block third-party cookies
- Clear all cookies when you close the browser
- Open a 'private browsing' session
- Install add-ons and plug-ins to extend browser functionality

## **Where to find information about controlling cookies?**

Click on the links below to find out about each specific browser and it's information on cookies.

- Internet Explorer
- Google Chrome
- Firefox
- Safari
- Opera

## **Holidays4Dogs Privacy Policy**

At Holidays4Dogs your privacy is of utmost importance to us, this Privacy Policy explains how we gather, process and store your personal information. By using our website ([www.holidays4dogs.co.uk](http://www.holidays4dogs.co.uk)) you agree to the terms of this Privacy Policy.

Holidays4Dogs primary reason for collecting your personal information is to provide and improve our services and to offer the best experience of our website.

### **What information do we gather & how do we process it?**

We may gather & process the following kinds of personal information:

- Information about your computer and how you use our website, including, but not limited to, your IP address, browser type, referral source, length of visits and pages viewed;
  - This information is used to help improve our website and the user's experience.
- Information provided using our contact forms or email, including, but not limited to, your name, address, telephone number, email, dog details, home information, boarding experience & holiday dates;
  - This information is used to respond to your request and to complete registration.
- Information that you provide for the purposes of registering with us, including, but not limited to, your name, address, telephone number, email, dog details, home information, boarding experience & holiday dates;
  - This information is required to set up your profile, carry out the service transaction, send you booking letters (by post or email), send you general booking communications (by post or email) & send you other email communications, such as newsletters and promotions relating to our business, that you have given consent to receive – you can change your preferences at any time by calling our office on 0800 2300 266, emailing us at [enquiries@holidays4dogs.co.uk](mailto:enquiries@holidays4dogs.co.uk) or you can opt out of these communications using the 'Unsubscribe' link in the email sent.
- Information relating to any bookings carried out between you and us, including, but not limited to name, billing address, holidays dates, payment details;
  - This information is used to collect payments from you for the services that

you have requested.

- Additional information that you choose to send us in relation to the use of our service, including personal information of another person – before you disclose any personal information about another person you must first obtain their consent to both the disclosure and processing of their information in accordance with the terms of this privacy policy;
  - We may require additional information to support your use of the service either as a reference or in case of an emergency.
- In addition, your information may be used to deal with any complaints made by or about you in relation to the service provided and to keep the website secure and prevent fraud.

## **Who is your information shared with?**

Apart from the examples below, we do not share, sell or disclose your personal information to any third parties except to comply with any applicable state or federal laws or regulations, legal processes and/or law enforcement requests, or in order to fulfil the services that you have requested. Your personal information will never be passed onto third parties for the purposes of direct marketing.

We use external data processors to conduct some of our online services, we only share your personal information with these companies to the extent that is necessary:

**Mailchimp** – we use Mailchimp, an emailing platform, to manage our email communications with both Owners and Carers. Your name, email address, town, Holidays4Dogs reference number, dogs ages, no. of bookings, may be used to help provide more personalised and appropriate information where you have positively opted into receiving these communications. You can change your preferences about the emails that you receive from us at any time by calling our office on 0800 2300 266, emailing us at [enquiries@holidays4dogs.co.uk](mailto:enquiries@holidays4dogs.co.uk) or you can opt out of these communications using the 'Unsubscribe' link in the email sent. You can view Mailchimp's Privacy Policy [here](#), to understand how your information will be treated.

**Trustpilot** – this is the review platform that we use to gain feedback from Owners about the service provided by Holidays4Dogs and its Carers. Your email address will be shared with Trustpilot to action a review request, you can update your preferences at any time by calling our office on 0800 2300 266 or emailing us at [enquiries@holidays4dogs.co.uk](mailto:enquiries@holidays4dogs.co.uk). You

can view Trustpilot's Privacy Policy [here](#).

**Crisp** – an online chat facility that some users may take advantage of while using their online account. Crisp uses your name, email address and location to create your online chat profile, this information is only used for the purposes of providing online support, you can view their Privacy Policy [here](#).

**Stripe** – our chosen secure online payment facility. Your email address, billing address and card details are required to set up a payment with Stripe, your card details are not visible to Holidays4Dogs or Stripe. For more information about how your data is handled by Stripe please see their Privacy Policy [here](#) and their Privacy Shield Policy [here](#).

**Go Cardless** – we use Go Cardless to process direct debits for those customers who would rather not provide their card details. Your email address, billing address and bank details are required to set up a one off direct debit with Go Cardless. You can see their Privacy Policy [here](#) for more information.

Your personal information may be disclosed with our employees or to any member of the Holidays4Dogs group as deemed reasonably necessary for the purposes described in this privacy policy.

In addition, your personal information may be disclosed to Owners and Carers respectively for the purposes of providing the services that you have requested; no personally identifiable information will be passed on until a booking request has been accepted and only then do we pass on minimal information required to establish contact. Further information is passed on in relation to the booking following a mutually successful visit and the holiday is confirmed.

### **Where is your information stored?**

Personal information that you provide online is stored on our secure, password protected, online database.

We remind you that there are inherent risks with transporting data online, both via the website or email, we will take all reasonable precautions to prevent the loss, misuse or alteration of your personal information but cannot guarantee the security of data sent over the internet.

We will not ask you for your password, except when logging into your online account, you are responsible for keeping your password and login details safe.

## Your Rights

As a 'data subject' you are entitled certain controls over the ways in which your personal information is used. GDPR provides individuals with the followings rights:

1. The right to be informed;
2. The right of access;
3. The right of rectification;
4. The right to erasure;
5. The right to restrict processing;
6. The right to data portability;
7. The right to object;
8. Rights in relation to automated decision making and profiling.

For full information about this please visit [www.knowyourprivacyright.org](http://www.knowyourprivacyright.org)

To summarise:

You are entitled to know what personal information we hold about you, to action a 'Subject Action Request' please email us at [enquiries@holidays4dogs.co.uk](mailto:enquiries@holidays4dogs.co.uk). If any information we hold about you is incorrect, please let us know as soon as possible so that this can be rectified - Dog Owners can view and amend all of their personal information using their online account.

You can instruct us to restrict the processing of your personal details either partly, or wholly from the point of first communication. This extends to your right to have your details deleted from our system if you so wish.

## Cookies

This website does not store any information that would, on its own, allow us to identify individual users of this service without their permission. Any cookies that may be used by this website are used either solely on a per session basis or to maintain user preferences. Most browsers allow you to control cookies, including, whether or not to accept them and how to remove them. Cookies are not shared with any third parties. The following cookies are used on this website: [www.holidays4dogs.co.uk](http://www.holidays4dogs.co.uk)

COOKIE NAME	DESCRIPTION
cb-enabled	Cookie control cookies: These cookies are set in order to remember preferences in regards to cookies.
ouibounceFranchOpp ouibounceHome	Check to see if the exit intent popup windows have already been shown.
_utma, _utmb, _utmc, and _utmz	<p>Google Analytics: We use Google Analytics to monitor traffic levels, search queries and visits to this website.</p> <p>Google Analytics stores IP address anonymously on its servers in the US, and neither Holidays4Dogs or Google associate your IP address with any personally identifiable information.</p> <p>These cookies enable Google to determine whether you are a return visitor to the site, and to track the pages that you visit during your session.</p> <p>These cookies are set only after the user has given consent to us to use cookies.</p>

## External Sites

Our website contains links to external and independent websites with separate privacy policies, it is your responsibility to check these before you disclose any of your personal information to them – Holidays4Dogs are not responsible for the policies and practises of any external websites.

## Policy Amendments & Contacting Us

We may update this Privacy Policy from time to time as per any changes to the law or during times that we add new features to the website. Any amendments will apply to the information that we hold about you at the time of the changes and any future information you send us. You should check this page occasionally to ensure that you are happy with any amendments that are made.

You can contact us on 0800 2300 266 or enquiries@holidays4dogs.co.uk at any time if you have any questions about this Privacy Policy or how your personal information is treated.

## Data Controller

Holidays4Dogs are the data controller responsible for the information collected on this website www.holidays4dogs.co.uk.

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