**Walkabout Hounds Privacy & Cookies Policy**

**Overview**

Walkabout Hounds is committed to protecting and respecting your privacy and the security of the information that you provide to us. We are the data controller of the personal information processed via this Website. The data controller of the personal information you provide in respect of Walkabout Hounds is the legal entity that operates the website Walkabout-hounds.co.uk and the Bookeo booking.

In this Privacy & Cookies Policy we aim to be honest and clear about how we respect your privacy and how we handle the information we collect from you whilst you are using our Website.

This Privacy & Cookies Policy also sets out how Walkabout Hounds collects your personal data, how Walkabout Hounds uses it and who Walkabout Hounds shares it with.

Any reference to you and your in this Privacy & Cookie Policy, means the person whose personal information is collected, used or processed by us.

We will only use your information in accordance with the Data Protection Act 2018 (as amended and updated or replaced from time to time) (referred to as the "Act") and other applicable laws and regulations, including the General Data Protection Regulation ("GDPR").

If you have any questions about how we use your personal information, please contact hello@walkabouthounds.com or Walkabout Hounds, Swithens Farm, Swithens Lane, Rothwell, Leeds. LS26 0BT

**Information we collect from you**

**Walkabout Hounds**

When you join up with Walkabout Hounds you provide your personal information including your name, age, date of birth, postal address and email address.

**This Website**

In order to provide you with a smooth, efficient and personalised experience while using our Website, we may collect and process personal information about you, including but not limited to your name, address, contact details such as your email address and phone number, products you buy and information about the way you have used our booking system.

Common scenarios involving the collection and processing of your personal information by us include information you give us and information we collect automatically about you. For example:

* Ordering Products - if you order products on our Website or correspond with us by phone or e-mail you will give us personal information necessary to process, confirm and complete your order. This will include your delivery address and your payment card details.
* Social Media – you may give us information when you participate in discussion boards or other social media functions on our Website or other social media accounts.
* Registering Online – if you decide to register as a customer on our Website, you will complete a registration form which requests personal information about you.
* Competitions, Promotions and Surveys – if you enter any competition or promotion we run, you will provide personal information to us.
* Your Preferences – you may choose to provide us with information about your marketing preferences to enhance and personalise your use of our Website.

**Information we collect about you when you visit this Website**

Every time you visit our Website, we will automatically collect the following information:

* Technical information – we may collect technical information such as the Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
* Visit information – we may collect information about your visit to our Website, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Children are not eligible to use our services and we ask that minors (under 18 years of age) do not submit any personal information to us.

**Cookies**

**What are cookies?**

Cookies are small text files which are stored on your computer as you browse web pages on the internet. There are two types of cookie, often referred to as first party cookies and third-party cookies. First party cookies are small text files which are stored on your computer directly by or on behalf of us. Third party cookies are text files which are stored by a third-party website whilst you are browsing www.walkabout-hounds.co.uk It is important to highlight that cookies are not harmful to your computer and they do not store important information such as credit card details.

**First-party cookies**

We use first party cookies to help identify and resolve errors on the Website and to recommend products we think you might like, thus enhancing your experience on our Website. We also use them to keep track of what you have in your basket and to remember you next time you visit the Website. If you wish to order products from our Website, then you need to have first party cookies enabled.

**Third-party cookies**

In addition to first party cookies we also feature carefully selected suppliers to help us optimise our marketing. These suppliers will also place cookies (of the third-party variety) on your computer. If you would like to opt out of this activity, then you have the option to block these cookies using your browser settings.

The following describe the cookies we use on this Website and what we use them for.

**Session cookies**

* We use a session cookie to remember your login details and what you've put in the shopping basket. These we deem strictly necessary to the working of the Website. If these are disabled, then various functionality on the Website will be broken - including the ability to place orders.

**Google analytics**

* We use this to understand how the Website is being used in order to improve the user experience. User data is all anonymous. You can find out more about Google's position on privacy as regards its analytics service at [www.google.co.uk/intl/en/analytics/privacyoverview](https://google.co.uk/intl/en/analytics/privacyoverview)

**Social share buttons**

* On many of the pages of the site you will see ‘Social Share buttons'. These enable users to share or bookmark pages of the Website. There are buttons for: Twitter, Google +1, Facebook ‘Like' and others. In order to implement these buttons and connect them to the relevant social networks and external sites, there are scripts from domains outside of www.wyevalegardencentres.co.uk. You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on www.wyevalegardencentres.co.uk. So, if you click on any of these buttons, these sites will be registering that action and may use that information. In some cases, like Google and Facebook for example, these sites will be registering the fact that you are visiting www.walkabout-hounds.co.uk, and the specific pages you are on, even if you don't click on the button to log into their services. You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information.

**Cookies and Browser Settings**

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, we will assume you consent to our use of cookies and other similar technologies (where consent is required) as set out in this Privacy & Cookies Policy, and our system will issue cookies when you log on to our Website.

**How we use your personal information and Legal Basis**

Our primary goal in collecting personal information from you is to provide you with a smooth, efficient and personalised experience while using our Website. This allows us to deliver products, and to provide services and features that most likely meet your needs, and to customise our service to make your experience easier and quicker.

We are likely to use your information for a number of business purposes and activities in line with our legitimate interests to administer the Website and Walkabout Hounds scheme, to engage with users when they request products and services and to protect and exercise our rights as a business. Such uses include the following:

**The Website**

* To process, confirm and complete any order of products that you make. In order to process payments online we require the billing address for the payment card used and your payment card details, which are passed to our payment processor, Global Cash and PayPal.
* To manage our relationship with you if you are a registered customer.
* To notify competition winners. We will not publish winners' details on the site though on request we will provide details of any winner's name. If the survey or contest has a sponsor then we may share information given by entrants with the sponsor, but only with the user's consent.
* To collect certain information about you based upon your behaviour on our site. We use this information to do internal research on our users' demographics, interests, and behaviour to better understand and serve our users.
* To analyse how our Website is used. We use a web analytics tool to analyse site usage, how our users arrive at our Website, what they do on the Website, what browser they are using and on what operating system (etc). This analytics data is collected via a JavaScript tag in the pages of our Website and is not tied to personally identifiable information.
* We use information in the file we maintain about you, and other information we obtain from your current and past activities on the Website, to resolve any disputes and to troubleshoot problems. At times, we may look across multiple users to identify problems or resolve disputes, and in particular on rare occasions we may evaluate your information to look for users using multiple User IDs or aliases.
* If required, your information may be used by us, our employees, contractors, agents, affiliates, professional advisers and/or disclosed to third parties to comply with any legal obligation (or order) or to enforce our Terms of Website Use, Terms & Conditions of Purchase and this Privacy and Cookie Policy.

We will also process your personal data, for example your name, address and contact details, to carry out our contractual obligations to provide you with products or services which you have ordered or purchased from us and to contact you in relation to such products and services.

**Our disclosure of your information**

We may sell or rent any personally identifiable information about you to third parties. Such third parties may include loyalty scheme providers. In the event that we decide to do so, we shall obtain your prior consent to this, unless it is in the pursuit of our (or a third party's) legitimate interests to sell or rent such information as part of a sale or transfer of assets.

Unfortunately, due to the existing regulatory environment, we cannot ensure that all of your private communications and other personally identifiable information will never be disclosed in ways not otherwise described in this Privacy & Cookie Policy.

By way of example (without limiting the foregoing), we may be forced to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. We can (and you authorise us to) disclose any information about you to law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate, in connection with an investigation of fraud, Intellectual Property Rights infringement, or other activity that is illegal or may expose us to legal liability.

Occasionally we may need to share your information with third parties, as outlined below:

**Walkabout Hounds**

We may share your personal information with companies we use to help us organise and administer your application and account so that we can send you updates and information by email and/or post about Walkabout Hounds.

**The Website**

* Payment Processing – we take online payments for our products and/or services. We use Global Payments and PayPal as our external payment provider. In addition to the information outlined above, we require the billing address of the credit card you use so that we can pass this to Global Payments who check the address against the cardholder's details for security purposes. We don't store the credit card details on our server, but we do store the billing details and a unique reference to your card details on the Global Payments server so that we can process refunds or, so you can pay again with the same card more easily. We also use the billing details in case we need to contact you regarding payments e.g. for a failed transaction. Global Payments requires that you provide your credit card details to process the transaction. This is done on our secure server and this data is passed immediately and securely to Global Payments for their processing. All communications between our servers and Global Payments pass over an encrypted connection using SSL (Secure Sockets Layer).
* Corporate Transactions – in the event that we sell or buy any business or assets, we may disclose your personal information to the prospective seller or buyer of such business or assets. If we or substantially all of our assets are acquired by a third party (or are subject to a corporate reorganisation within our corporate group), personal information held by us about our customers will be one of the transferred assets.
* Your Personal Information is stored in our databases. Please note that the information you enter is not transferred outside of the European Economic Area by us. Where we need to provide appropriate details to third parties to complete the service purchased by you (such as passing your details to a delivery company to effect delivery of goods you have purchased) we cannot confirm where these third parties store their data. By submitting your information, you consent to this transfer.
* We may also share your personal data with third parties:
	+ where you have given us your consent to do so; and
	+ where it is fair and reasonable to do so in the circumstances.

**Marketing**

We will only send marketing communications to your personal e-mail address if those communications relate to goods, services or opportunities which are similar to services we have already provided to you in the past or which you have expressed an interest in, or if you have consented to us contacting you in this way. We may send marketing communications to you by post on the basis of our legitimate interests to direct market to you by that method.

If you have provided us with information about your preferences, we may use your information to update you about products, promotions and offers that we think you may be interested in. You may update your preferences at any time or opt out of receiving such information at any time by contacting customer services. Alternatively, you can also opt-out directly by using the unsubscribe links contained within the update e-mails. Even if you opt out of receiving such updates, we may still need to use your personal information for certain important purposes, such as completing an order that you have made.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your personal data) if we intend to use your personal data for such purposes or if we intend to disclose your information to any third party for such purposes.

**Payment and credit card details**

None of your card details are held by us, Walkabout Hounds at all. We do not store your payments details on our website or booking system. None of your card or billing details are published on the Website in any way, nor are they visible to other users on your membership account.

**Legal requests**

Walkabout Hounds cooperates with law enforcement inquiries and other third parties to enforce laws, Intellectual Property Rights and other rights. Local and international law enforcement agencies can request and may receive your personally identifiable information.

**Suppliers and Other Service Providers**

From time to time we use third party Suppliers and Service Providers to facilitate our services. Where any Service Provider collects information directly from you (such as the situation where we ask a Service Provider to conduct a survey for us) you will be notified of the involvement of the Supplier or Service Provider, and all information disclosures you make will be strictly optional.

**Your Privacy Rights**

In addition to the right to be informed about how we use your personal information (as set out in this Privacy & Cookies Policy), you have various other rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights, please contact hello@walkab0uthounds.com or Walkabout Hounds, Swithens Farm, Swithens Lane, Rothwell, Leeds. LS26 0BT

* **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
* **Access to your personal information:** You can request access to a copy of your personal data that we hold, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision-making.
* **Right to withdraw consent:** If you have given us your consent to use your personal information, you can withdraw your consent at any time. This might impact our ability to provide goods and services to you.
* **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you. You can at any time review and change the information you submitted during registration by visiting the "My Account" section of the Website. You must promptly update your information if it changes.
* **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it. We may not be able to erase your personal information in certain circumstances, for example where we need to comply with a legal obligation or for the establishment, exercise or defence of legal claims.
* **Portability:** You can ask us to provide you or a third party with some of the personal data that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
* **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
* **No automated decision-making:** Automated decision-making takes place when an electronic system uses personal data to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out automated decision-making in relation to you, but we will notify you by updating this Privacy & Cookies Policy if this change.

We may need to verify your identity in order to process your request and ask you to provide valid identification documents to allow us to do so.

**Other information collectors**

Except as otherwise expressly discussed in this Privacy & Cookies Policy, this document only addresses the use and disclosure of information we collect from you via Walkabout Hounds or the Website or which we obtain when you visit the Website. To the extent that you disclose your information to other parties, whether they are other members of the Website or other sites throughout the Internet, different rules may apply to their use or disclosure of the personal information you disclose to them. We recommend that you review the privacy notices of such parties.

**Security**

In order to process and help protect your credit card details, we use SSL (Secure Sockets Layer) to secure all communications between the site and you where sensitive information is being exchanged. This includes (but is not limited to) Registration, Login, My Account and Checkout pages. On the Website we use reasonable endeavours to safeguard the confidentiality of your personally identifiable information, but we do not use encryption to store your personally identifiable information. This is because we do not believe that the personal information we currently collect warrants such measures and the accompanying loss of speed experienced. You should be aware that "perfect security" does not exist on the Internet.

**Walkabout Hounds**

Your personal information shall only ever be held and stored on secure and encrypted computer servers. The Club confirms that it has in place adequate safety and security measures to keep your personal information safe and secure in accordance with its obligations under the Data Protection Act 2018 and the GDPR.

**How Long We Store Your Personal Data**

We will not retain your personal information for any longer than is necessary for our purposes, including for the purposes of satisfying any legal, accounting or reporting requirements.

Where we have been using your personal information to provide you with marketing, we will remove you from our marketing list if you ask us to do so, but we may still need to keep your information for ongoing contractual purposes if you continue to be our customer and for legal, accounting and regulatory reporting reasons.

**Changes to this Privacy & Cookie Policy**

If we are going to use your personal information in a manner different from that stated at the time of collection, we will make any changes to this Privacy & Cookie Policy and post them to our Website. We may also communicate these changes to you where appropriate. It is up to you whether you then continue to use the Website and our services (including Walkabout Hounds) following such changes. However, it is assumed that you accept such changes if you continue to use the Website and services. If you do not accept such changes then you should stop using the Website and services and contact us, as per above, should you wish to have any of your details removed.

**Your right to Complain**

You can make a complaint to us at hello@walkab0uthounds.com or Walkabout Hounds, Swithens Farm, Swithens Lane, Rothwell, Leeds. LS26 0BT. or to the data protection supervisory authority – in the UK, this is the Information Commissioner's Office, at <https://ico.org.uk/>

**Your account and password**

**Control of your password**

Except as specifically permitted by this section, you may not disclose your Walkabout Hounds password to any third parties nor share it with any third parties. If you lose control of your password, you may lose substantial control over your personally identifiable information and may be subject to legally binding actions taken on your behalf. Therefore, if your password has been compromised for any reason, you should immediately change your password by visiting the "Change Password" section in "My Account".

You may, however, disclose your password to certain third parties with whom we have entered into specific contractual and technical arrangements designed to safeguard your password, in order to enjoy the benefits of those third parties' services. If you wish to change your password, you can do so at any time through the "Change Password" section in "Customer Area" section of the site.

We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of the Terms of Website Use.