

Privacy Notice

What we do with your information that we collect

Our basis for collecting and processing your information is for provision of services. The information that we collect from you is essential for us to be able to consider your enquiry and effectively carry out the services that you require from us. Without collecting your personal information, we would be unable to fulfil our service or legal obligations. We use the personal information collected for the following purposes:

- Internal record keeping.
- Completion of correspondence with you.
- Implementation of services.

The choice of how much information is provided is always in your control, however, certain information may be necessary/required in order for us to provide a service.

Your personal data will remain confidential and will only be shared with individuals and/or organisations as part of our stated terms of business and with your permission, or as is required of us by law. Depending on the service required (animal behaviour consultations, child adoption or fostering animal-related assessments, or clinical animal behaviour teaching and supervision), these include your veterinary surgeon and veterinary practice personnel, your pet insurance company (where explicit permission is given by you as part of an insurance claim), child adoption and fostering agencies, teaching venues and organisational accreditation personnel and assessors. We do not share your data with third parties for marketing purposes. Companion Animal Behaviour Referrals does not use social media for business activities.

How long do we keep your personal data?

Companion Animal Behaviour Referrals has a policy of securely storing data for a period of fifteen years from last contact, as further intervention may be required at any stage in an animal's life.

Data related to children

Companion Animal Behaviour Referrals does not engage in direct service instruction or contracts with persons under 18 years of age. However, personal data related to children may be lawfully collected, stored and shared with relevant third parties whereby adults with responsibility for that child engage the services of us, or as is required by law. Adults with responsibility for the child in this case refers to adults with legal rights and responsibilities that are normally afforded to parents (this can be more than one person). Companion Animal Behaviour Referrals takes all reasonable efforts to verify that the adult giving consent does have legal rights and responsibilities for the child. Relevant third parties may include: in the case of behaviour consultations - pet owners with responsibility for the child and their referring veterinary personnel; child adoption & fostering animal-related assessments and pet owners with responsibility for the child and/or related adoption or fostering agency personnel.

Children under the age of 18 years may make telephone and/or email enquiries about animal behaviour and the related profession to Companion Animal Behaviour Referrals. We respond to signpost to or provide the information requested, or to request that an adult pursue the services of Companion Animal Behaviour Referrals or an alternative organisation or service-provider.

Changing or removing the information we hold

If you believe that any information of yours in our possession is incorrect or incomplete, please email us or write to us and we will address this. In addition, if you wish to cease corresponding with us or for us to remove your information we have on file, then please email us or write to us and we will take the necessary steps to remove your information from our systems subject to our data retention policy and legal regulation. Such requests for correction, updating or removal of information will be addressed within 28 days of receipt.

Security and data usage

We endeavour to take all reasonable steps to protect your personal information and our website is hosted on a PCI compliant and secure server; therefore, all interactions with the website are through secure encrypted connections. However, we cannot guarantee the security of any data that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

Protecting the personal information that you provide to us is of utmost importance to us. Therefore, we will not distribute your personal information to third parties unless we have your permission to do so or are required to do so by law.