

Zen Canine Therapy Privacy Policy

Who Are We?

www.zencaninetherapy.com

Your Data – what we collect and why; how long we keep data; your rights

Zen Canine Therapy collects the following data required for the purpose of treating your dog:

- Personal identification information (Name, email address, phone number, etc.)
- Data from your vet about your dog's condition

We may also, with your permission, need to receive information from other professionals involved in the treatment of your dog.

The company collects your data so that we can:

- Process your request for appointments or services
- Process payments
- Email you regarding the treatment of your dog
- Text messages to book appointments and send reminders
- Demonstrate to professional bodies that we handle data in accordance with their membership requirements
- Email you with special offers on other products and services that we provide

The company will not share your data with other companies, unless you have given your express consent.

When Zen Canine Therapy processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

Contact forms via the website

Data submitted through our contact form is held for the purposes of replies to the enquiry only. We do not use this information for any other purpose or sell/give this information to a third party, except where required to do so by law.

How do we store your data?

The company securely stores your data in secure cloud storage. We will keep your data for 7 years.

Withdrawing Consent

If do not wish us to retain your data anymore please email Jo@zencaninetherapy.com

Access

If you would like copies of your personal data, please email jo@zencaninetherapy.com. An admin fee may be charged.

Marketing

The company would like to send you updates and information from time to time. If you have agreed to receive marketing emails you may opt out at any time. To opt out please use the unsubscribe option at the bottom of the email.

We will not share your personal data with third parties for marketing purposes

Card Payment Data

We do not store cardholder data. We do share certain personal data with the payment processor for the purpose of providing services; all cardholder data is processed through the payment processor, whom we believe to be PCI DSS compliant.

Cookies

Cookies are small pieces of data stored on your web browser when you visit our site and agree to accept cookies. We only use essential cookies for reasons such as monitoring and analysing the performance of the website; to provide a great experience for visitors.

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

Find out all about cookies here: <https://www.allaboutcookies.org/>

Analytics

We may use analytics to view traffic flow on our site and to improve operations. All data is anonymised and is used for traffic counts and not user tracking.

Changes to our privacy policy

Zen Canine Therapy regularly reviews its privacy policy and updates accordingly. This privacy policy was last updated on 2 February 2022.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do contact us via email - jo@zencaninetherapy.com