



Furry Frolics Privacy Policy

What Information Do We Collect?

We receive, collect and store any information you enter on our website or provide us in any other way, such as on forms & contracts during training sessions, client meet & greets, and in classes. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile. We may also take photographs of your pets for marketing purposes, and photographs of human clients may be taken in classes if verbal permission is given at the time.

How Do We Collect the Information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. When you sign up to a service in person, your personal information will also be collected at this time. Your personal information will be used for the specific reasons stated below only.

Why Do We Collect Such Information?

We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
- To comply with any applicable laws and regulations.

How Do We Store, Use, Share and Disclose Our Site Visitors' Personal Information?

Our company website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell some of our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards



set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Other services are sold in person, and paid for via cash or BACS transfer. Any information provided in paper format will be stored securely and destroyed upon request.

How We Communicate With Our Clients & Site Visitors

We may contact you to notify you regarding your business with us, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to send updates about our company, or as otherwise necessary to contact you to enforce any contracts we have in place with you, and about any applicable national laws. For these purposes we may contact you via email, telephone, text messages, and postal mail. You are able to unsubscribe from our marketing emails at any time.

Cookies

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site. We use cookies on our site, although you can opt out whenever you visit the site. Our site specifically uses the following cookies:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nibi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

How You Can Withdraw Your Consent

If you don't want us to process your data anymore, please contact us at info@furryfrolicspetservices.co.uk



Privacy Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.