



We are Positively Understanding Pooches (PUP). We are committed to maintaining the trust and confidence of visitors to our web site. We are not in the business of selling, renting or otherwise trading email lists or other personal information to other companies or businesses. This document provides more information on how we try to meet these goals.

1. Website Cookies

What are cookies?

Most websites use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse a website. They are used to 'remember' when your computer or device accesses our websites. Many cookies are essential for the effective operation of a website and to maintain the usability of a site (e.g. remembering what you may have selected in an on-line shop).

Cookies on our website

We try to minimise the use of cookies of any sort on our website.

We have not implemented any cookies which collect information or identify you, or track sites you visit. Any cookies associated directly with our site are to allow for the the correct operation of the site (including the cookie notice message). Should this change we will update this document.

However, we do include links to our Facebook page, and you should be aware that Facebook may well place cookies on your device. Such cookies may be used to implement Facebook features but have been thought to allow Facebook to track your use of the World Wide Web whether or not you are a Facebook member. If you are concerned about such cookies, please see below.

As our website develops, it may make use of cookies in the future and such use will be identified and documented in this document

How do I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below: -



For Microsoft Internet Explorer:

1. Choose the menu “tools” then “Internet Options”
2. Click on the “privacy” tab
3. Select the setting the appropriate setting

For Google Chrome:

1. Choose Settings> Advanced
2. Under "Privacy and security," click “Content settings”.
3. Click “Cookies”

For Safari:

1. Choose Preferences > Privacy
2. Click on “Remove all Website Data”

For Mozilla Firefox:

1. Choose the menu “tools” then “Options”
2. Click on the icon “privacy”
3. Find the menu “cookie” and select the relevant options

For other internet browsers, please search the web using your browser’s name and either ‘enabling cookies’ or ‘disabling cookies’

What happens if I disable cookies?

Currently this should have no detrimental effect on the operation of our website



2. Personal Data

We do not routinely collect any personal data via our website. However, if you use the email contact methods on the website or otherwise contact us via email, we may retain your email address and contents of your email for the primary purpose of maintaining contact with you. We will not provide this information to any third party.

If you choose to use one of our services, we will ask you to provide information which will enable us to properly deliver that service safely and securely and to maximise the benefit to you and your pet. Such information will be retained as long as you use our service and will be held securely and not provided to any third party. If you choose to stop using our service we will, upon request, destroy all personal information.

Access to your personal information

Under the newly introduced GDPR rules, you have the right to access and amend any of your personal data that we may hold.

You are entitled to view, amend, or delete the personal information by making a request to our data protection officer at contact@pupbehaviour.co.uk

3. Changes to this Privacy Policy

As our website develops and as privacy laws develop and are implemented, we will regularly review this document to ensure that a) it keeps you fully informed of how our website protects your privacy and b) maintains compliance with applicable privacy laws. Should this privacy policy change we will provide notices of such update on our website and include such information in our regular newsletter. Should you have any concerns at any time as to how our website is operating with respect to your privacy please contact us at contact@pupbehaviour.co.uk