

# Ladyshore Grange Data Privacy Policy

This Privacy Policy governs the manner in which Ladyshore Grange Kennels & Cattery collects, uses, maintains and discloses information collected from users (each, a "User") of the <https://www.ladyshoregrange.co.uk> website ("Site").

## Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

## Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

## Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

## Manually Collected Data

By contacting us you agree to us using your data on a contractual basis. Any information provided to us in person, by email, by phone, or any other form of contact is kept strictly confidential and will never be shared with any 3rd parties. If you have any questions on how your data is recorded please contact us directly.

## How we use collected information

Ladyshore Grange Kennels & Cattery may collect and use Users personal information for the following purposes:

To run and operate our website

We may need your information display content on the site correctly.

To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

To send periodic emails, texts, updates

We will use the email addresses and phone numbers provided to respond to inquiries, questions, and/or other requests.

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## How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

## Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others.

## Changes to this privacy policy

Ladyshore Grange Kennels & Cattery has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

## Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us.

This document was last updated in January 2023

