

TERMS AND CONDITIONS AND PRIVACY POLICY For Karen Wild CCAB

The following Terms and Conditions, Online/Remote Schedule and Privacy Policy apply to all sessions, advice, courses, online and one-to-one training, equipment and other services relating to and supplied by Karen Wild (also known as Karen Wild CCAB Pet Behaviour and Training *(formerly known as Pawprint Pets, Pawprint Puppy & Dog Training)* of 4 Thetford Avenue, Baston PE6 9PG (referred to forthwith as 'we' or 'us') and the owner/any handler of the pet (referred to as 'you', 'pet' meaning dog(s) and/or cat(s)). These terms and conditions and the attached Schedule are aimed to protect the rights and welfare of all parties. Please read these terms and conditions and the attached Schedule carefully. Should you have any queries please contact us. **Attendance at any appointment, session, class and seeking of our advice at any juncture signifies your understanding and acceptance of these terms and conditions.**

Our agreement with you:

1. **Our commitment to your pet.** We aim to provide advice and treatment/training for you to implement with your pet, to assist with the stated issues, where reasonable and within the terms of our agreement with you. We will be open about options you may have with regard to your pet's needs. We make no warranty or representation that any particular result will be brought about as a consequence of providing you and your pet(s) with one or more consultations, treatment, training sessions and/or advice in any form.
2. **Advice on risk is mandatory:** We do not negotiate on any advice given regarding risk, as our commitment to the safety and wellbeing of all is paramount. You are responsible for following and making sure others follow all risk prevention advice given.
3. **Your commitment to us and to your pet(s):** You agree that participation in all sessions is at your own risk. You are responsible for putting our advice in place, and making sure that others around your pet do the same. This may result in requirements such as further sessions with us, for you to complete diaries or send video monitoring, for you to make changes to routines around the pet(s), for you to undertake regular training sessions with your pet(s), advice to engage with other professionals such as dog walkers/daycare, to spend more or different amounts of time with your pet(s), providing a different environment for them, enrichment and exercise, keeping them away from specific situations or preventing contact entirely from people, situations, and so on. Whilst we aim to support you in these aims, we do not offer solutions for any household, relationship or other issues arising from your pet's needs as this remains your responsibility.
4. **Client consent:** You are free to choose to commence, implement, continue or end following our advice at any time. You will always need to follow legal requirements to do with the welfare, care and control of your pet(s).
5. We will endeavour to take all reasonable care, however, we cannot accept responsibility or liability for the health and safety of the pet, owner or their families beyond reasonable expectation of this duty of care.
6. We accept no responsibility and have no liability for loss, injury or accidents that occur to pet, owner or their families or for any veterinary bills or other costs arising from any incident occurring under reasonable circumstances relating to training, interventions, equipment, food or advice provided by us.
7. **Disclosure:** To best help your pet(s) please provide all previous and current details around their needs, learning and health and welfare
 - i. **Information forms/Behaviour questionnaire and other forms/screening:** You must complete and return any forms such as behaviour questionnaire and any other screening at least 48h prior to your appointment. Failure to return these may result in cancellation of your session without refund, and is subject to our cancellation policy below.
 - ii. **Veterinary referral:** For behaviour intervention we only work on Veterinary referral, meaning that your pet's Vet has completed suitable paperwork confirming their health and/or suitability for behavioural assessment and intervention. A Veterinary referral grants us permission to contact your Vet and discuss information where relevant. Veterinary referral is mandatory and you must arrange for it to arrive with us by email or post at least 48h prior to sessions. Failure to obtain a referral in suitable time for any pets requiring our services will result in cancellation of any service or booked session with us, and is subject to our cancellation policy below.

- iii. **Health issues:** All information regarding the pet's health and/or existing medical conditions/ treatment must be disclosed prior to any consultation/session with us. Health issues regarding you, or attendees should also be disclosed to avoid injury and other issues appertaining to the services/equipment supplied. If you fail to do this we cannot be held responsible or liable for any loss or harm and our service with you may be paused/terminated without notice or refund.
- iv. **Behaviour/legal issues:** You must disclose information regarding behaviour issues or current/ prior legal issues in relation to your pet(s) including any behaviours seen, any criminal or civil proceedings or ongoing pet insurance claims. Pet behaviour disclosure must include for example: signs of or suspected fear, anxiety, aggression including growling, snapping and/or biting, behaviour towards people including visitors, other dogs, other animals and any other factors. Failure to do so could result in serious harm to your pet, you the owner, your instructor or other members of the public and failure to disclose information may result in legal action from ourselves or others. We will not be held liable for any risk if you fail to disclose any such or similar issues to us.
- v. **Previous advice/intervention/involvement from third parties:** You must disclose prior involvement from other training/behaviour/other pet professionals or others whether as a paid service or otherwise. This includes sending us any emails, notes, reports or instructions they may have provided. Your details remain confidential and we would not contact any other third party (other than your pet's Vet) or discuss any information without your express consent.
- vi. **Health:** If your pet is showing signs of ill health (such as vomiting, diarrhoea, coughing) or if you have a female dog in season please advise us as soon as possible as you must not attend any appointment or class if this is the case. This also applies to post-operative recovery periods. Our cancellation policy will apply.
- vii. **Vaccinations/protection:** All pets must be free from other disease and up to date with all vaccinations, worming, flea and tick treatment prior to consultations or classes. It is advisable that your pet is also up to date with their Kennel Cough vaccinations.
- viii. **Pain, any suspected or evident discomfort or illness:** We are not Veterinary professionals and cannot provide any medical advice or diagnosis, however we are committed to your pet(s) wellbeing. On this basis, should we suspect that your pet(s) may be experiencing pain, illness, suffering or other discomfort we reserve the right to pause or terminate consultations, treatment plans and other interventions whilst you seek Veterinary advice and support. No refunds are offered should this be the case, but we may be able to pause any support until your pet is fully recovered and if/when your Vet agrees to this continuation. Should you refuse to consult with your Vet regarding any issues of this nature, we reserve the right to terminate our agreement with you without recourse to refund, or may agree to pause it until such confirmation of health is re-established from a suitable Veterinary source.

8. Other professional involvement:

- i. **Veterinary involvement/consent:** Your pet's wellbeing and safety depends on you following medical advice given by your Vet and you agree to advise us of this so that we can take this into consideration when working with your pet. You give consent for us to freely contact your pet(s)' Veterinary surgeon/practice/access records for your pet(s) as part of our support for your pet.
- ii. **Sole practitioner:** We will only work as a sole practitioner in relation to training and behavioural advice, in conjunction with your Veterinary surgeon's medical advice and treatment, and/or advice or treatment from paraprofessionals in an unrelated field. Should you choose to engage with another party for behaviour or training advice of any kind during our contracted service, we will consider this an immediate termination of our service without refund. This is for your pet's safety and wellbeing since we will not be able to monitor any interventions if multiple advice sources are being sought and implemented. If we agree to engage with another professional to support your pet, this must be openly discussed and agreed to fully between us, so any advice or treatment does not conflict.

9. Other involved parties:

- i. Children under 18 and vulnerable people are considered by us to be unable to consent to involvement in consultation, or any behaviour and training advice, and you retain full responsibility for their involvement. During classes and other sessions, children must have at least one adult over 18 supervising them at a ratio of 1 adult to 2 children. Children must always be supervised should you decide to allow them contact with any pets and you should take proper care to ensure that they do NOT attempt to replicate any training or behavioural modification recommendations with your pet. If you decide they will do so, they and their actions and consequences remain your full responsibility.

- ii. Family members and third parties are your responsibility and participate in any treatment plans at your own volition and discretion. All involved parties must consent and comply with the advice given, with Health and Safety and risk prevention recommendations advised and to also take proper reasonable care during and after any consultations and during treatment. We accept no liability for the health and safety of those you choose to involve. We cannot become involved in disagreements amongst family or other carers regarding treatment plans for your pet, and advise that other adults involved in the pet(s) care attend sessions to help them understand the best ways to support your pet.
10. **Confidentiality and safeguarding:** We maintain the strictest confidence with your details and work under UK GDPR restrictions, however it is our legal duty to report any situation that may compromise you or others' including your pet(s)' welfare or safety under current UK law. We reserve the right to disclose details that may lead to harm including risk of terrorism or other information we are legally bound to disclose.
 11. **Methods of training/intervention:** We do not endorse the use of physical or verbal punitive correction, choke chains, prong or shock collars. You agree by undertaking our service that you and/or anyone coming into contact with your pet will not use these methods. If you or others use such and similar methods, your contract with us will end immediately as a result of your actions, without any recourse to refund. Any health or welfare issues found to be of legal concern will be reported to the relevant government authority and/or RSPCA inspector and/or local Police where appropriate.
 12. **For remote consultations:** (such as online, telephone, email, social media, messages via text) you agree that by undertaking this form of engagement with us that there are some limitations on assessment and/or advice that can be given as the practitioner is not physically present. Your Vet is also asked to agree on the referral that they are aware that consultations may proceed remotely. You undertake to accept and agree to these limitations without recourse to complaint on this basis. Please see the specific Online Services agreement below.
 13. **Legal advice:** You are advised to contact your own legal counsel for advice. We do not provide legal advice in any form.
 14. **Safety** - You agree that participation in all sessions and with all advice is at your own risk. You remain fully responsible for the behaviour of your pet(s). We and others have the right to feel safe and to not be put at risk during all contact with you. You agree to the following:
 - i. Behaviour expectations: You and any others you choose to involve remain responsible for conducting themselves in a safe, calm and reasonable manner when in contact with us. We reserve the right to terminate this contract of agreement without notice or refund should circumstances arise by which a client or associates behave abusively or display inappropriate, aggressive or criminal behaviour during consultation or via any other communication such as email, telephone or messaging etc. We take legal action against any clients or other parties using threatening, aggressive or harassing behaviours.
 - ii. Pet(s) behaviour expectations: You will not allow your pet(s) to put any third parties at risk from harm. This includes us as practitioners. Failure to keep your pet(s) safely under control will terminate this contract of agreement without notice or refund. We take legal action against any clients who allow their pet(s) to injure, harm or put us or others at risk.
 - iii. Control and care of your pet(s): You agree to keep your pet, and others around them, safe from risk of harm or stress. Failure to do so may lead to termination of our contract without notice or refund. We may take legal action if these conditions are not adhered to.
 15. **Contact and communication:**
 - i. **Methods of communication:** We operate via contact methods specified upon booking, including pre-arranged face to face appointment, online appointment, telephone appointment, post and email. As part of our commitment to confidentiality and client information safety, we do not respond to voicemail, text messages or social media messages other than to ask for email contact. Video footage can be sent via our WhatsApp account, but no replies will be given on this system.
 - ii. **Response times:** We work within our stated office hours and endeavour to respond to enquiries within 5 working days, sooner if possible. This may be subject to other factors such as illness, annual leave, training days and so on. During periods of annual leave, we aim to respond within 5 working days from the date of our return.
 - iii. **Emergency/urgent contact:** We do not offer emergency, 24 hour or 'out of hours' service and shall not be held liable for issues arising from this. You should contact your Vet, Emergency Vet or other emergency services by dialling 999 if you have urgent need for assistance.

- iv. **Contact agreement during treatment periods:** You agree to contact us fortnightly as a minimum, with regard to progress, within any agreed support period from initial appointment. If we are currently within a contracted work period with you and we do not receive contact from you via email, telephone, message, post or other means of communication within 4 weeks of your last contact, this will be taken that you no longer require our services, we will discharge your case from the practice and this service agreement will end without refund.
 - v. **Fair use policy:** Under any of our treatment plans and support services, contact usage is limited to a maximum of 45 mins spent on all correspondence for each case per week to ensure fair distribution of time between all clients in our care. Should this be exceeded you will be asked to book an additional session should you want further aid. If you are not within a plan where ongoing contact is included, we are under no obligation to engage in ongoing correspondence and will invite you to make an appointment to discuss your needs.
16. **Holidays and absences during contracted support periods.** See also cancellation policy. Should we be unable to cover any ongoing agreed contact or support period within your plan, for example due to holidays, ill health or absence which may be due to circumstances beyond our control, this time will be added to any agreed plan time to run consecutively with the original plan end date. Should this be the case we will aim to notify you within a reasonable time period.

17. Payment terms/Cancellation policy:

- i. **Deposits:** All deposits paid are non-refundable. If you pay a full fee, 30% deposit will be retained as non-refundable deposit for this booking. Once you have booked an appointment, we begin preparation for it, administration costs are incurred, and we hold the date and time/appointment/class space for you, meaning it cannot be booked by another client. If you decide to cancel after making your booking, you will not be entitled to a refund of this deposit.
- ii. **Payment for sessions** must be made in full in advance. We accept payment by bank transfer or card payment via Stripe or other stated methods. Fees paid contain a deposit amount which is non-refundable in all circumstances. Please see our cancellation policy for more information.
- iii. **Pet insurance claims:** You may be able to claim the costs from your pet insurance. If your pet insurance does not cover the costs you are still liable to pay us in full for any services. We do not provide 'direct claims' where an insurer pays us directly for your services.
- iv. **Advance payments cancellation:** You have 14 days from the date of booking to cancel your class/ appointment by phone, letter or email. Should you decide to cancel within this period, you will incur a deposit 30% charge of the full fee. Following this period, cancellations made within 7 working days of class commencement date/appointment date will be subject to full fee without exception regardless of the circumstances.
- v. **Once you have commenced a service:** Partial or full refunds are not issued under any circumstances once you have commenced a service. This applies for any reason, but in particular no refunds will be issued (any or all of the following) e.g. should you fail to stay in touch under the above contact agreement, should you decide to end the consultation process, should you relinquish your pet(s) e.g. for rehoming, should you disagree with the advice given, should you not feel that the advice is effective, if the pet(s) is/are euthanised, should you decide not to take any optional follow-up sessions, should you change your mind about the service type offered (e.g. wanting in-person instead of video online session) or should you decide not to use any optional support period.
- vi. **Lateness:** We expect you to be ready for any consultation session at least 5 minutes before the scheduled start time of the session to ensure that you are ready to start on time. Should you fail to attend, we will wait for 15 minutes from the start time after which the appointment will be forfeit and you will be charged.
- vii. **Failure to keep an appointment** either online, by telephone or face to face (failure will be judged as no contact from you within 15 minutes after agreed start time) shall void that appointment and the full appointment time missed will still be charged to your account. Please see our cancellation terms for full details.

- viii. **Missing a session:** If you are not available for a session, for any reason it is solely your responsibility to ensure that you arrange and purchase a substitute session as necessary. You must provide five working days notice in advance of the appointment date for any changes, otherwise this appointment will be forfeit without any refund or replacement. No partial refunds are given for failure to attend course or group class sessions.
- ix. **Information: Items or materials etc.:** We may make suggestions as to any videos or other materials or items that we suggest that you might download from our website or that you might purchase or otherwise acquire from us or any third party/ies. We will do so where we think it is necessary or helpful for you to have a copy in connection with the health, welfare or care of your pet. Where such items are available from us by means of download from our website or access from our YouTube channel, your online services will include them at no extra cost.
- x. **Remote sessions held where an in-person session is not suitable,** for example due to Covid-19 risk, and/or risk of aggression/stress/potential harm to your pet(s). We reserve the right to change a home visit or in-person session, either wholly or in part, into a remote session online, by telephone or other means, on the basis of prevention of potential risk. Your normal cancellation rights apply. Risk is ongoing and is assessed according to the information we hold, so should new information come to light regarding risk, we will explain to you the reasons why this change is needed. We will still aim to deliver the service you have booked, just in a different format so as to remain operating within health and safety and legal guidelines. Should you anticipate problems with this agreement, such as accessibility or technology being unavailable to you, please be aware of this possibility prior to booking and agreeing to these terms.
- xi. **Should we cancel an event,** you are entitled to a full refund for any sessions purchased but not yet undertaken.
- xii. **Referral to other practitioners.** We may decide for safety, welfare, medical, specialist assessment or other suitable reasons, that your pet(s) would benefit from referral to another practitioner, and if this is the case the reasons will be discussed with you. If this is the case, you are entitled to a refund of any sessions not yet undertaken with us.

Schedule – Online/Remote services Karen Wild CCAB

1. **Use of the Zoom/Teams and Microsoft Teams Zoom or other online service web-conferencing platform to access mentoring/supervision, pet training and behaviour as a remote service (“the online services”). We use telephone contact in some circumstances for remote support.**

We offer the online services online or telephone contact for remote support as a standard service to which you agree, and also as an alternative that you can choose when you and/or the handler cannot attend a session in-person for any reason.

By commencing online sessions you accept fully that there may be limitations that may relate to a remote consultation method and you agree to these.

We use technology which allows us to provide the online services provided that you have the appropriate technology (see below) to receive the online services. For this purpose, we use the Zoom/Teams or Microsoft Teams cloud-based web conferencing platform (“Zoom/Teams” “Teams”) and/or a telephone line which may be via mobile phone or landline.

2. **The technology that we will be responsible for providing**

We will subscribe to telephone, Zoom or other online service and will pay any necessary fees to Zoom or other online or telephone service to maintain that subscription. It will enable us to act as “host” and to provide the online services to you over the internet via the Zoom or other online service facility or via telephone contact.

To receive or participate in any of the online services, you will need to join an online session which is within the scope of your online services. You will not need to pay any fee or charge to use the Zoom or other online service facility or join that session: you will only need to pay for the online services made available by your online services. For telephone support you will need to provide a suitable telephone device and adequate connection.

We do not provide any PC, laptop, tablet, mobile phone or other hardware (“Device”) or any Zoom or other online service App or other software for use on or with any Devices, nor any internet connection or service or other equipment or facilities necessary to enable you to use Zoom or other online service, or telephone.

3. **The technology and other items that you will be responsible for providing**

It will be your sole responsibility to ensure that you have access to, and familiarity with all necessary technology so that you can receive and participate in the online services via Zoom/Teams or telephone contact.

You will need to ensure that you have access to and use the following non-exhaustive list of facilities for this purpose:

- (a) An appropriate functioning Device which is adequately charged;
- (b) An up to date Zoom/Teams App where applicable. It will need to be downloaded to your Device, and installed and working fully and correctly on your Device, so that you can receive the online services;
- (c) Stable, reliable, internet access with adequate speed, or telephone with adequate signal;
- (d) A location with a suitable environment for you (and your pet, where suitable and safe) in which to watch, listen, speak where appropriate, make notes, and otherwise to participate as necessary, without the presence of any other person to distract you or the handler;
- (e) Where the Device on its own does not provide an adequate microphone and/or loudspeakers for the purpose of the online services, external microphone and/or speakers as reasonably necessary; and
- (f) For Zoom or online service, a camera facility that is part of or connected to the Device which is adequate for the purpose of the handler being able to remotely view or examine your pet with your assistance. Telephone connection does not permit us to be able to view or examine this and you accept this limitation to our service.

We are not a party to your download and use of that platform, and we will have no responsibility or liability to you in relation to it in any respect. It will be subject to and governed by such terms and conditions and privacy policy of as the third party provider of the platform to you imposes on such download and use.

4. **Scope of what we make available to access**

We do not, and cannot, assist you to obtain, set up, maintain, or operate any technology. If you need any assistance or advice about technology, you should seek it from an appropriate third party. We do not, and cannot, give you any advice about what technology is needed or how to use it.

We do not claim to have any expertise or skill in relation to any technology that you need or use for the purpose of receiving the online services. However, we may, if you request it, either before or during any session of the online services, and without charge, offer suggestions in good faith to resolve any problem with that technology that you report, but it will not be in the nature of advice to you. We do not therefore take on any responsibility or accept any liability to you if any such suggestion does not help you to resolve any problem or if by following any such suggestion

We will not be responsible or liable to you if you are unable to access any of the online services or telephone contact due to any failure or delay in performing our obligations under the Contract resulting from any cause beyond our reasonable control. In any such case, you will remain liable to pay for the online services that we have made available for you. Such causes beyond our reasonable control may include (but are not limited to):

- (a) Where you are unable to resolve any technology problem (whether or not you have asked us for or we have offered any suggestions as to how to resolve the problem); or
- (b) Any slow speed, instability, temporary or other breakdown, unavailability or inadequacy of, or defect in, your internet service or any other equipment or service (e.g. telecommunications, computing, audio or visual) that you use or rely on; or
- (c) Failure of or defect in the Zoom/Teams platform or telephone service used by us or you to make the online services or telephone contact available to you; or
- (d) your inability to access the online services or telephone service due to failure of or defects in links, website etc.

5. Your privacy and security on each occasion when the online services are accessed

- (a) Note that all consultation sessions that you purchase including follow-up sessions will be accessible only to you as individual private two-way live interactive consultation sessions. Sessions are recorded with video and audio, or audio if via telephone contact, and are securely stored off-line for up to 36 months after which they will be deleted. These are recorded for training and monitoring purposes and will not be made available to you under any circumstances. By attending you are giving consent for this.
- (b) We do not give consent in any form for you to record these sessions yourself via any means.
- (c) Should you give consent for your sessions to be used by us for educational and training purposes (via a separate consent agreement), these may be viewed using a private link directly by third parties who are under a strict confidentiality agreement and service contract with us. The recordings are not shared by them or stored by them in any other manner. Access is not permitted to anyone who is not under these terms of agreement. Your personal data is removed as far as is reasonably possible.

6. Health and Safety

If you access online services/remote services you agree:

- a. that by participating you are doing so at your own risk;
- b. a suitable, non-slip floor space is required and any potential obstructions in the vicinity are removed before you participate;
- c. to avoid activities if you have, or suspect you or your pet(s) may have any current health concerns, injuries, aches and pains;
- d. You permit us to record the session (video and audio). These recordings will not be made available to you and are for quality control, training and monitoring purposes only. We shall retain recordings for a period of up to thirty-six (36) months and they may be used to assist in any claim made against us;
- e. By participating (attendance using the Zoom link or other contact method issued) it is given that participants agree to the terms and conditions set out in the Schedule along with the existing ones for all training and behaviour sessions.

You acknowledge and agree that when you purchase online or remote services and at least 48 hours before you participate in any session:

- (a) to tell us of any special requirement, problem or condition relating to you or your pet of which you are

aware which might be relevant to you participating in, or how you participate in, that session; and

- (b) to tell us of any special requirement, problem or condition relating to you or your pet of which you are aware which might be relevant to you participating in, or how you participate in, that session. We will discuss with you any such matter that you tell us, and inform you if we decide not to accept your order for online services because of the particular requirement, problem or condition in question. If we do accept your order, you must act in accordance with any instructions provided by us relating to the matter.

9. **Trainers/Behaviourists/Supervisor/Mentor**

Please note that in some circumstances we may need to assign a substitute trainer/behaviourist/supervisor/mentor to an online session.

- (a) We will endeavour to advise you of this as soon as possible. Your statutory and agreed right to cancel remains unaffected.
- (b) We will in our discretion decide which person to assign to each session. Where online services comprise more than one session, we will ensure as far as we are reasonably able to do so, that we assign the same trainer to those sessions, and will in any event try to minimise changes of handler from one session to the next in relation to each online services.
- (c) In any event, the trainer who we assign to any session will be appropriately qualified and/or experienced at the appropriate level for that session and will be competent to conduct that session.

10. **Scope of Our online services**

Online services offered: We offer online consultations to owners of pets and others responsible for care of pets. Our consultations aim to provide advice and information about pet training, behaviour, welfare and care. These are detailed on our current pricing/times offered which we will send to you. You agree to this method of consultation by confirming an appointment and accept these terms in full including accepting and agreeing to any possible limitations that may be relevant to an online or remote service.

Online mentoring and supervision: We offer mentoring/supervision (please see specific service agreement) to mentees within the pet behaviour industry. Supervision consultations and mentoring aims to provide advice and information about working within this sector and providing case support and supervision. These are detailed on our current pricing/times offered which we will send to you.

Online group classes or one to one training and advice sessions: Our online service for group classes takes place in blocks, with a timed session with pricing and times/dates as advertised. Missed sessions will not be compensated. For one to one training/advice, this is agreed as single sessions. You will be expected to find a suitable location with sufficient space and safe surroundings so that you may not trip or slip during the sessions.

Online training/behaviour consultation: Our training/behaviour consultation online services take place at an agreed time and date. Should you wish for further support, this can be arranged as individual sessions. We will endeavour to respond to any contact within five working days. Costs and prices are as agreed at the time. For practical work, you will be expected to find a suitable location with sufficient space and safe surroundings so that you may not trip or slip during the sessions. By commencing online sessions remote and telephone contact, you accept fully that there may be limitations that may relate to a remote consultation method and you agree to these.

Other behaviour consultation: Introductory, emergency or triage behaviour sessions are for generic advice and do not provide specific or ongoing advice/support. They are intended to help you identify and provide guidance to deal with immediate risk. Should we advise it, you are expected to book a full behaviour consultation either with ourselves or another registered practitioner after any of the forenamed consultations have taken place in order that your pet's treatment be completed thoroughly. Please note our additional restrictions regarding risk prevention advice. You remain fully liable for the behaviour of your pet(s) in all circumstances. For practical work, you will be expected to find a suitable location with sufficient space and safe surroundings so that you may not trip or slip during the sessions.

The online service training/behaviour consultation: We will provide the online services for you as agreed in our correspondence with you. We may agree other time periods with you when you purchase online services at any additional price.

Pricing: The total cost of the behaviour consultation appointment session will be agreed with you at the time, with payment as follows:

- Full fee at the time of booking
- Non-refundable deposit apportioned from full fee at time of booking

Agreed additional training can take place at additional cost. Please note no refunds are provided if you decide not to complete the online services for any reason.

We make no warranty or representation that any particular result will be brought about as a result of providing you with one or more online consultations.

11. Provision of equipment etc by you at your expense

We are not responsible for obtaining or providing any equipment or other items for you for your pet but we may suggest items to you that we consider you will or might need or find helpful in connection with the training and welfare or care of your pet. If we may consider any such item important, we will advise you that you should obtain it.

Some links sent by us may include affiliate payment, meaning that we may receive a commission should you decide to purchase via that method. You are under no obligation to use that link for purchase, and are free to access any online or in-person retail method should you decide to buy any item or service.

We recommend that you take out a suitable pet or pet health insurance policy to cover your pet. We are able to provide recommendations with regard to pet or pet health insurance policies and we are not affiliated with any pet or pet health insurance provider.

If you are a practitioner under supervision/mentoring, we recommend that you should obtain and maintain suitable insurance including professional indemnity and public liability insurance and by commencing this service you agree not operate beyond your level of competence.

PRIVACY POLICY

1. What Does This Policy Cover?

This Privacy Policy applies to personal data that we hold about you and the information that we collect through our website.

2. What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

3. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data.
- b) The right to access the personal data we hold about you.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

4. What Data Do You Collect and How?

Depending upon your use of Our Site, we may collect and hold some or all of the personal set out in the table below, using the methods also set out in the table. We do not collect any 'special category' or 'sensitive' personal data or personal data relating to children and/or data relating to criminal convictions and/or offences.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- (a) Identity Data includes first name, last name, username or similar identifier, marital status, title, date of birth, gender and passport details.
- (b) Contact Data includes billing address, delivery address, email address and telephone numbers.
- (c) Financial Data includes bank account and payment card details.
- (d) Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.
- (e) Usage Data includes information about how you use our website, products and services.
- (f) Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

5. How Do You Use My Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we will use your personal data, and our lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To enable you to partake in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/ services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/ services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)

To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity	Necessary for our legitimate interests (to develop our products/services and grow our business)
	(b) Contact	
	(c) Technical	
	(d) Usage	
	(e) Profile	
	(f) Marketing and Communications	

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out. We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

6. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
(g) Contact Data includes billing address, delivery address, email address and telephone numbers.	Whilst you are a customer and for three years after you are a customer
(h) Financial Data includes bank account and payment card details.	6 years.
(i) Identity Data includes first name, last name, username or similar identifier, marital status, title, date of birth and gender.	Whilst you are a customer and for three years after you are a customer
(j) Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.	6 years.
(k) Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.	Whilst you are a customer and for three years after you are a customer For four years after you make an enquiry with us or register to receive marketing communications

7. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data within the UK. This means that it will be fully protected under the Data Protection

Legislation.

8. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions:

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We may sometimes contract with the following third parties to supply certain products and/or services.

Recipient	Activity Carried Out	Sector	Location
Vets	Sending information about the training/behaviour work carried out	Vets	UK
Our insurance providers	Sending information about the training/behaviour work or other services carried out	Vets	UK
Your insurance providers	Sending information about the training/behaviour work carried out and costs	Vets	UK

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

9. Can I Withhold Information?

You may access certain areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data. If you are engaged with our professional services you must disclose health and safety information to us.

10. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses [include].

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

This information is not shared with any other third party other than the referring Vet, specialist referral Vets, and your pet insurer should a claim be made by you. We do not use cookies. Should you wish to discuss any aspect of your stored information, please let us know by contacting us via email at info@karenwildpets.com.