Bond and Behave – Privacy Policy (GDPR Compliant)

Effective Date: 07/08/2025

Last Updated: 07/08/2025

**Introduction**

Bond and Behave takes your privacy seriously. This Privacy Policy explains how we collect, use, store, and protect your personal information in line with the UK General Data Protection Regulation (GDPR).

By using our services, you agree to the terms outlined here.

 **Who We Are**

Bond and Behave

24B Hardgate Court, Haddington, Eh41 3JT

Email: bondandbehave@gmail.com

Phone: 07928 965 056

**What Data We Collect**

We may collect the following information:

Your name, address, phone number, and email

Details about your dog (name, breed, age, training history, behaviour, and health information relevant to training)

Payment information (e.g. bank transfer details)

Photos and/or videos taken during sessions (only with your consent)

Website data such as IP address and cookie preferences (if you use our website)

**How We Collect Your Data**

We collect information when:

You contact us via phone, email, social media, website forms, or in person

You complete a client registration or consent form

We observe and record training sessions for progress tracking

You visit our website (if applicable, cookies may be used)

**Why We Collect Your Data**

We use your personal information to:

Communicate with you about training sessions, bookings, and updates

Plan and deliver personalised dog training and behaviour services

Keep records for insurance, tax, and legal purposes

Process payments

With your consent, share photos/videos for marketing, education, or progress tracking

**Lawful Basis for Processing Data**

We process your data under the following GDPR lawful bases:

Contract – To provide the services you have booked

Consent – For optional activities such as marketing or use of photos/videos

Legal obligation – To keep financial and insurance records

**How We Store and Protect Your Data**

We keep your data safe by:

Storing paper records in a locked cabinet

Storing electronic records in password-protected, encrypted systems

Limiting access to authorised personnel only

Using secure payment methods

**How Long We Keep Your Data**

Client records are kept for 6 years after your last session (insurance requirement)

Photos/videos are kept until you withdraw consent, or they are no longer needed

Financial records are kept for 6 years (legal requirement)

**Who We Share Your Data With**

We will never sell your data.

We may share your data only when necessary, with:

Our insurance provider (in the event of a claim)

Our accountant/bookkeeper (for invoices)

Authorities if required by law

**Your Rights**

You have the right to:

Request a copy of the information we hold about you

Correct inaccurate information

Request deletion of your information (unless we are legally required to keep it)

Withdraw consent for photos/videos at any time

Restrict or object to how we use your data

To exercise your rights, contact us using the details above.

**Cookies & Website Tracking (If Applicable)**

Our website may use cookies to:

Improve functionality

Track visitor statistics (e.g. via Google Analytics)

You can disable cookies in your browser settings at any time.

**How to Contact Us**

If you have questions about this policy or wish to make a GDPR request, contact:

Email: bondandbehave@gmail.com

Phone: 07928 965 056

If you are not satisfied with our response, you can complain to the UK Information Commissioner’s Office (ICO): [https://ico.org.uk](https://ico.org.uk/).