Taming Canines Privacy Policy

Effective Date: 1 January 2026

Introduction

Taming Canines is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use, store and protect your personal information when you use our website, purchase our services, attend our events, participate in our programmes, or otherwise interact with us.

By using our services, you agree to the collection and use of information in accordance with this Privacy Policy.

Information We Collect

We may collect and process the following information:

Personal Information

- Name
- Email address
- Postal address
- Telephone number
- Billing information
- Emergency contact details where relevant

Dog Information

- Dog name
- Breed
- Age
- Health information relevant to training
- Training history
- Behavioural information

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information

- Website usage data
- Cookies and tracking information

How We Use Your Information

We use information collected to:

- Provide training services
- Process bookings and payments
- Deliver online courses and memberships
- Communicate about services and events
- Provide customer support
- Improve our services and website
- Meet legal and regulatory obligations
- Protect the safety and welfare of participants and dogs

Marketing Communications

We may send information about services, events, programmes and educational resources where you have opted in to receive marketing communications.

You may unsubscribe at any time using the link included in our emails or by contacting us directly.

Payment Processing

Payments are processed through third-party providers including Stripe.

Taming Canines does not store full payment card details.

Payment information is handled by the relevant payment provider in accordance with their own privacy and security policies.

Online Programmes and Communities

Participation in online programmes, mentoring sessions, live calls, communities and discussion groups may involve interaction with other members.

Participants are responsible for ensuring that any information they choose to share within such groups is appropriate.

Taming Canines cannot guarantee confidentiality of information voluntarily disclosed by participants within community discussions.

Photographs and Videos

Photographs and videos may be taken during training sessions, workshops, camps, events and online activities.

These materials may be used for:

- Educational purposes
- Course materials
- Social media content
- Website content
- Marketing and promotional activities

Individuals may request not to appear in marketing materials by notifying Taming Canines in writing.

Data Retention

Personal information will only be retained for as long as reasonably necessary to:

- Provide services
- Meet legal obligations
- Resolve disputes
- Maintain business records

When information is no longer required, it will be securely deleted or anonymised.

Sharing Information

We do not sell personal information.

Information may be shared where necessary with:

- Payment providers
- Website service providers
- Course delivery platforms
- Email service providers
- Professional advisers
- Regulatory authorities where legally required

Your Rights

Under UK data protection legislation, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of information
- Restrict processing
- Object to certain processing activities
- Withdraw marketing consent

Requests should be submitted using the contact details below.

Cookies

Our website may use cookies and similar technologies to improve functionality, analyse website usage and enhance user experience.

You may manage cookie preferences through your browser settings.

Security

Reasonable measures are taken to protect personal information from unauthorised access, loss, misuse or disclosure.

However, no online transmission or electronic storage system can be guaranteed to be completely secure.

Contact

Taming Canines

Email: hayley@tamingcanines.co.uk

Website: www.tamingcanines.co.uk

If you have concerns regarding the use of your personal information, you may also contact the Information Commissioner's Office (ICO).