

Privacy Policy

This privacy Policy applies between you, the user of this website and SK Pet Travel Experts Limited, the owner and provider of this website. This Privacy Policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the website.

Please read this Privacy Policy Carefully

Definitions and Interpretation

1. In this Privacy Policy the following definitions are used:
 - a. **Data:** Collectively, all information that you submit to SK Pet Travel Experts Limited via the website or client information form. This definition incorporates, where applicable, the definitions provided in the Data Protection laws
 - b. **Data Protection Laws:** Any applicable law relating to the processing of personal Data, including but not limited to GDPR, and any national implementing and supplementary laws, regulations and secondary legislation
 - c. **GDPR:** UK General Data Protection Regulation
 - d. **SK Pet Travel Experts Limited, we or us:** A company incorporated in England and Wales, companies house registration number 15188323, whose registered office is 23 Croye Close, Andover, Hampshire, SP10 3AF
 - e. **Website:** The website you are currently using. www.skpettravelexperts.co.uk and any sub-domains of this site unless expressly excluded by their own terms and conditions
 - f. **Including:** Understood to mean 'including without limitation'

N.B Headings and subheadings do not form part of this Privacy Policy

Scope of this Privacy Policy

2. This privacy policy applies only to the actions of SK Pet Travel Experts Limited, its members of staff and users with respect to this website and those who receive services from SK Pet Travel Experts. It does not extend to any websites that can be accessed from this website, including but not limited to any links that are provided to social media websites
3. For purposes of the applicable Data Protection Laws, SK Pet Travel Experts Limited is the 'data controller'. This means that SK Pet Travel Experts Limited determines the purposes for which and the manner in which your data is processed

Data Collected

4. We may collect the following data from you, which includes personal data:
 - a. Name
 - b. Contact information e.g. email addresses, telephone numbers and addresses
 - c. Financial information e.g. credit / debit card numbers
 - d. Pet microchip numbers and vaccination status
 - e. Pet details e.g. date of birth, breed, gender, age
 - f. Travel Destination and dates

In each case, collection is in accordance with this privacy policy.

How We Collect Data

5. We collect data in the following ways:
 - a. Data that is given to us by you
 - b. Data that is collected automatically

Data that is given to us by you:

6. SK Pet Travel Experts Limited will collect your data in the instances where:
 - a. You make contact through the website, by telephone, email or other means
 - b. You make payments to us, through this website or otherwise
 - c. You use our services
 - d. You fill out the provided client information form

In each case data is collected in accordance with this privacy policy

Data that is collected automatically

7. To the extent that you access the website, we will collect your data automatically, e.g. information about your visit to the website. This information allows us to make improvements to the website and its navigation. This can include your IP address, date, times and frequency in which you access the website, and the way that you interact with the content

Our Use of Data

8. Any or all of the above data may be used for the following reasons:
 - a. Internal record keeping
 - b. Compliance with auditing from the relevant governing bodies (e.g. APHA)

In each case, data will be used in accordance with the privacy policy.

9. We may use your data for the above purposes if we deem necessary to do so. If you are not satisfied with this, you have the right to object in certain circumstances.

Who we share data with

10. We may share your data with the following groups of people for the following reasons:
 - a. Our employees, to enable the generation of a travel export certificate
 - b. The relevant authorities in any case where guidelines state that the APHA should be notified.

In each case, data will be shared in accordance with the privacy policy.

Keeping Data Secure

11. We will use the following measures to safeguard your data
 - a. We store your data on secure servers
12. Organisational measures include measures to deal with any suspected data breach. If you suspect misuse, loss, or unauthorised access to your data, please let us know immediately via enquiries@skpettravelexperts.co.uk

Data Retention

13. We will retain your personal data for 3 years in accordance with the APHA guidelines for official health export certificates.
14. We will only hold your data on our systems for this period or until you request that the data is deleted.
15. Even if we delete your data, it may persist on backup or archival media for legal, tax or regulatory purposes

Your Rights

16. You have the following rights in relation to your data:
 - a. **Right to Access:** The right to request:
 - i. Copies of the information that we hold about you at any time
 - ii. That we modify, update or delete such information

If we provide you with access to this information, you will not be charged unless your request is deemed 'manifestly unfounded or excessive'. Where we are legally permitted to do so we may refuse your request, but we will provide you with the reasons why.

- b. **Right to Correct:** To have your data corrected if incomplete or inaccurate
 - c. **Right to erase:** The right to request that we delete or remove your data from our systems
 - d. **Right to restrict our use of your data:** The right to block us from using your data or limit the ways in which we use it
 - e. **Right to data portability:** The right to request that we move, copy or transfer your data
 - f. **Right to object:** The right to object to our use of your data including where we use it for our legitimate interests
17. To make enquiries or exercise any of your rights described above, please contact us via enquiries@skpettravelexperts.co.uk
18. If you are not satisfied with the way your complaint in relation to your data is handled, you may refer your complaint to the relevant data protection authority. In the UK this is the Information Commissioner's Office (ICO). Their website is www.ico.org.uk and contact details can be found there
19. Please keep us informed if your data changes during the period for which we hold it.

Links to other websites

20. This website contains links to other websites. We are not responsible for the content of these websites and our privacy policy does not extend to the use of such websites.

Changes to Business Ownership and Control

21. If any changes are made to the structure or ownership of SK Pet Travel Experts Limited, any data provided by users will, where it is relevant to the part of our business so transferred, be transferred along with that part. The new owner or controlling party will be permitted to use the data for the purposes for which it was originally supplied to us.
22. We may disclose data to a prospective purchaser of our business or any part of it
- In the above instances we will take steps with the aim of ensuring your privacy is protected.*

General

23. You may not transfer any of your rights under this privacy policy to any other person.
24. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected
25. If any court of competent authority finds any provision of this privacy policy is invalid, illegal or unenforceable, the provision will be deleted and the validity and enforceability of the other provisions outlined in this privacy policy will not be affected
26. This agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under this agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

27. SK Pet Travel Experts Limited reserves the right to change this privacy policy as we deem necessary or as is required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations.

Date of Privacy Policy: 20th November 2023.