

# Walk This Way

Enquiry Form



## Privacy policy GDPR / ICO

Owner: Martin Hadfield  
Status: Live  
Version: 1.2  
Date: 11/03/2023

# 1 Our privacy policy

The Walk This Way Enquiry Form is accessed via <https://walkthisway.dogstrust.org.uk/> and is managed on behalf of Dogs Trust by Carbon Creative Limited.

Carbon Creative Limited (Our Company), as part of its business operations may collect, hold and process personal data. Our company is committed to privacy, we are registered with the Information Commissioners Office (ICO) and follow article guidance of the General Data Protection Regulation (GDPR).

This privacy policy will explain how Our Company uses the personal data we collect from you when you use our website and/or other forms of communication.

## Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
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## What data do we collect?

Our Company may collect the following data:

- Personal identification information such as: Name, email address, phone number,
- Business identification information such as: Business name, email address, phone numbers, payment information.

## How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our services or products.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Contact us by email and provide your contact details in the email you sent.

Our Company may also receive your data indirectly from the following sources:

- By proxy, via an email that was sent to us and your details were copied in via 'CC'.

## How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account.
- Email you with special offers on other products and services we think you might like.
- General communications with you through messaging systems, meetings and calls.

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

## How do we store your data?

Our Company securely stores your data at:

**Carbon Creative UK office, based at the Tomorrow Building, MediaCityUK, Salford M50 2AB.**

Our Company may also keep your data which has been entered into forms on our website, in our website database servers located in a secure enclave of Amazon Website Services located at a datacentre in the Republic of Ireland or the UK Mainland for a period of up to 2 years generally, or up to 7 years for legal / tax auditing. Once this time period has expired, we will review the and securely delete your data in line with General Data Protection Register (GDPR) policy guidance.

## Marketing

Our Company may like to send you information about products and services of ours from time to time that we think you might like.

If you have agreed to receive marketing by opting in, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, contact us using the contact details listed in this document.

## What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

- The right to access - You have the right to request Our Company for copies of your personal data.
- The right to rectification - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.
- The right to erasure - You have the right to request that Our Company erase your personal data, under certain conditions.
- The right to restrict processing - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.
- The right to object to processing - You have the right to object to Our Company's processing of your personal data, under certain conditions.
- The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us using the details provided at the end of this documentation:

## What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in if necessary,
- Understanding how you use our websites so we can improve our services.

### **What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **Privacy policies of other websites**

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and places any updates within this document and on our company website.

This privacy policy was last updated on **11th March 2023**.

### **How to contact us**

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: **hello@carboncreative.net**

Call us: **+44(0)161 877 3500**

Or write to us at: **Carbon Creative, Tomorrow Building, MediaCityUK, Salford M50 2AB, UK**

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Write to: Information Commissioner's Office, Wycliffe House, Water Ln, Wilmslow SK9 5AF