

Privacy Policy

Rayleigh Canine Agility, Last updated: November 2025

Rayleigh Canine Agility (“we”, “us”, or “our”) is committed to protecting your privacy. This policy explains how we collect, use, and store your personal information when you visit our website, make a booking, or contact us.

1. Information We Collect

We may collect and store the following information:

- **Personal details:** your name, email address, phone number, and dog’s details (e.g. name, age, breed).
- **Booking details:** classes or services you book, dates, and payments made.
- **Communication:** any emails, messages, or feedback you send us.
- **Website usage data:** through cookies or analytics tools (e.g. page views, time on site, location data).

2. How We Use Your Information

We use your information to:

- Manage class bookings, payments, and communications.
- Send class reminders, updates, and follow-up information.
- Improve our services and website experience.
- Send marketing emails (only if you’ve opted in).
- We do not sell or share your data with third parties for marketing purposes.

3. How We Store Your Information

- Your data is stored securely through our website provider and booking/payment platforms.
- Only authorised staff have access to client details.
- We retain booking and payment records for legal and tax purposes, usually up to 7 years.

4. Sharing Your Data

We may share limited data with trusted third-party services we use for business purposes, such as:

- Online booking or payment platforms (e.g. Stripe, Acuity, BookThatIn, PayPal).
- Email marketing services (if applicable, e.g. Mailchimp).

These providers are GDPR-compliant and only process data under our instructions.

5. Cookies

Our website may use cookies to improve your browsing experience and to analyse traffic through tools like Google Analytics.

You can disable cookies in your browser settings if you prefer.

For more information, please see our Cookie Policy.

6. Your Rights

You have the right to:

- Request a copy of the personal data we hold about you.
- Ask us to correct or delete your data.
- Withdraw consent for marketing emails at any time.
- To make a request, contact us using the details below.

7. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact: Rayleigh Canine Agility | Joanne@rayleighcanine.com | 07891899818 | www.rayleighcanine.com