

Privacy Policy

We, The Animal Experience recognise and respect the importance of protecting the privacy of visitors to our website. This privacy policy explains what information we collect about you through our website, how we use that information and the procedures that we have in place to safeguard your privacy

You may contact us by using the contact details set out in section 9. We reserve the right to amend or modify this privacy policy at any time and in response to changes in applicable law. If we change our privacy policy we will post the changes on this page, and may place notices on other pages of our website, so that you are aware of any amendments.

1. Collection of Personal Information

When sending us a email through our contact form, we collect certain personal information which is stored for our own use. These details may include, without limitation, your name, address, contact details and other basic information.

The transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data whilst it is being transmitted to or from our site; any transmission is at your own risk. Personal data will be held by The Animal Experience using appropriate security measures to maintain its privacy and security.

2. Use of Personal Information

The information you provide us with will be used to provide you with information, products or services that you request from us.

By registering your details on the website, you consent to us contacting you via email, telephone or post, for the purposes of:

monitoring the provision of the Services through the website;

- providing you with relevant information pertaining to the Services on our website;
- compliance with legal obligations, or protection and enforcement of legal rights;
- managing actual or potential business transactions (e.g. in the case of an acquisition of The Animal Experience's business); and/or
- provided that you "opt in" to receiving such communications, we may send you promotional emails about our own or third parties' new products or special offers, or other information which we think you may find interesting. We may also contact you for market research purposes.

If you have previously consented to us using your personal information for direct marketing purposes, you may change your mind at any time by notifying us by email or by post using the contact details in section 9.

3. Disclosure of Personal Information

The Animal Experience may disclose your personal data for the purposes outlined at paragraph 2 to third parties, including:

- our professional advisers;
- governmental bodies and law enforcement authorities; and
- other third parties where required or permitted by law.

We will not share, trade or sell your information to any company or parties not directly associated with its proper use within the website or as described above, except when you give us explicit permission and we give you an opportunity to opt out of having your personal information shared.

In certain circumstances, we may have a legal obligation to disclose personal information, and we reserve the right to do so.

4. Storage and security of your personal data

The personal data we collect is stored in electronic and physical records maintained by The Animal Experience and/or its service providers. Although The Animal Experience is based in the UK, it and its service providers may have servers located outside the European Economic Area ("EEA"), these servers may not give the same level of protection to personal data as within the UK as their country's laws may not be the same as the UK's.

By submitting your personal data, you agree to allowing your personal data to be transferred, processed and stored overseas as mentioned in the above paragraph. Data that we collect from you may also be processed by persons operating outside the EEA who work for us or for one of our suppliers. Such persons may be engaged in, among other things, the provision of certain services which support our website and allow us to provide the Services to you. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

5. Access to your details

If you would like a copy of any personal data which The Animal Experience holds about you, please send a request by email or by post using the contact details in section 9. An administration fee of £10 may be charged to access your details. For security reasons we will ask for proof of your identity before we disclose information about you, or to you, via email or over the telephone.

You have the right, in certain circumstances, to object to The Animal Experience processing your personal data or to request that your personal data is corrected or deleted.

6. Collection of Technical Data and Cookies

We reserve the right to collect technical data about the type of browser software or operating system you are using for the purposes of tracking website use, or improving the service offered through our website. This information will be not used to identify you personally.

We may also place a 'cookie' on your browser to provide us with information about your use of the site, and to help us identify you when you return to the site so that your preferences can be stored. Using cookies helps us to improve our website and to deliver a better and more personalised service. We may also use cookies to identify repeat visitors.

You can remove cookies from your computer at any time, and choose to disable cookies in your internet browser settings.

7. Contact information

We do not publicly display any contact details or other sensitive information on our site. All communication takes place securely through the website.

8. Phone Calls

Please note that calls may be recorded for training and monitoring purposes.

9. Contact information

If you have any queries in relation to the processing of your personal data by The Animal Experience, please contact us:

The Animal Experience

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