

# Privacy Policy

Last updated: 19 June 2025

At Rather Be Canicrossing ("we", "us", or "our"), your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.ratherbecanicrossing.co.uk](http://www.ratherbecanicrossing.co.uk) (the "Site"). We are committed to protecting your personal data and complying with our obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 1. Information We Collect

We may collect and process the following types of personal data:

- Personal Identification Information: Name, email address, phone number, postal address, and any other information you provide when contacting us or signing up for services.
- Transaction Information: When you make a purchase, we collect billing and payment details (handled securely via third-party payment processors).
- Technical Data: IP address, browser type, operating system, and usage data through cookies or similar technologies.
- Communication Data: Your preferences in receiving marketing communications from us.

## 2. How We Use Your Information

We use your data to:

- Provide and manage our services.
- Process payments and orders.
- Communicate with you about your bookings, orders, or enquiries.
- Send marketing and promotional communications (only if you have opted in).
- Comply with legal obligations.

### 3. Legal Basis for Processing

We rely on the following legal grounds to process your data:

- Consent: When you opt in to receive marketing.
- Contractual Obligation: When processing is necessary to perform a contract with you.
- Legal Obligation: To comply with legal or regulatory requirements.
- Legitimate Interests: For running our business and improving our services (e.g., analytics, customer service).

### 4. Data Sharing and Third Parties

We do not sell your personal data. However, we may share your data with:

- Service providers: Such as payment processors (e.g., Stripe, PayPal), hosting providers, and email marketing platforms.
- Legal authorities: If required to comply with the law or enforce our policies.
- Professional advisers: Such as lawyers or accountants.

All third parties are required to respect your data and process it lawfully.

### 5. Cookies and Tracking Technologies

We use cookies to improve user experience, understand site usage, and tailor content. You can control cookies through your browser settings. For more details, please refer to our Cookie Policy.

### 6. Data Retention

We retain your data only as long as necessary for the purposes set out in this policy or as required by law. Typically, we retain customer data for up to 7 years after your last interaction with us.

### 7. Your Data Protection Rights

Under the UK GDPR, you have the right to:

- Access your personal data.

- Request correction of inaccurate data.
- Request erasure (the "right to be forgotten").
- Object to processing or request restriction.
- Request data portability.
- Withdraw consent at any time (for consent-based processing).

To exercise any of these rights, please contact us at: [info@ratherbecanicrossing.co.uk](mailto:info@ratherbecanicrossing.co.uk)

## 8. Data Security

We have implemented appropriate technical and organisational measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction.

## 9. Third-Party Links

Our Site may contain links to external websites. We are not responsible for the privacy practices of these other sites.

## 10. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page with an updated "last modified" date.

## 11. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

Rather Be Canicrossing

Email: [info@ratherbecanicrossing.co.uk](mailto:info@ratherbecanicrossing.co.uk)

Website: [www.ratherbecanicrossing.co.uk](http://www.ratherbecanicrossing.co.uk)