

Privacy policy

Helpful information

At The Westie Rescue Scheme Limited (“we”, “us” or “our” for short) we are committed, not only to providing you with unbeatable service, but also to protecting your personal information.

Your personal information (also called ‘personal data’) is the information which identifies you as an individual that we get from you. Under the Data Protection Act 1998 (the “Act”) specific obligations are placed on us in the way we handle this type of information and the aim of this privacy policy is to let you know what personal information we collect from you when you purchase products and services from us, when you use our website and when you contact us, how we store and use it, and how you can access and manage this information.

Your personal information may be stored online and therefore we take steps to ensure that our systems are well protected.

So, what personal information do we collect about you?

We collect the personal information requested by our application and contact forms together with any comments or remarks that you may provide in free text fields or may send to us. We may also keep a record of references received from third parties (fraud prevention agencies) and of any other correspondence or communication between you and us, whether written, e-mailed, or as a result of visits or telephone calls.

Like most websites, we use "cookies" in our main website and the Shop site - small text files that are saved to your computer.

We will (unless it's impractical) tell you, if we obtain and store information from any other source and also how we intend to use it in accordance with this privacy policy.

Whilst we take steps to protect user privacy, no data transmission over the internet can be entirely secure. We therefore do not guarantee the security of personal information that you send to us, or your use of the site. Any personal information you do send is at your own risk but once we receive it we use strict procedures to safeguard it.

How do we use your personal information?

We will use the information you give us within Westie Rescue Scheme Limited to:

- help us identify you so we know who we are talking to;
- set up and otherwise manage your account.
- help prevent and detect fraud or loss;
- assess risk, carry out marketing (unless you have opted out) or statistical analysis, test systems, improve the way that we run your accounts (including quality assurance) and analyse your account history; and
- train staff and monitor our services. This may mean that we retain records of our correspondence with you to make sure we are providing you with a good service and to make sure we keep to our legal and regulatory obligations.

If you have given us your mobile phone number or email address (or both), we may use the information to send you service messages or other similar information (by email). The aim is to help us manage your account. We will not use the information for marketing purposes unless you have agreed that we can.

You must let us know if your mobile phone number or email address changes so that we can keep this information up to date.

Please note that we reserve the right to access and disclose individually identifiable information to comply with any applicable laws and lawful government requests, to operate our systems properly, to protect both ourselves and our users.

If you have consented to us sending you marketing material...

...you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes please get in touch with us.

How can you find out what personal information we hold about you?

Just ask us! You are entitled to see the personal information that we hold about you at any time. (If you write to, email or phone us and ask to see this information, it is known as a 'subject access request' or 'SAR' for short) You can do so by:

- telephoning us on 0300 330 1494 (free from most landlines);
- Contact us through our westiereschemescheme.org.uk – Contact and complete the form provided there;
- Contact us through our westiereschemescheme.org.uk/shop/ - complete the contact form provided at the bottom of the front page.

When we receive your request we will send you a form to fill in. If you do not return the form we will not be able to deal with your request.

Even if you don't want a copy of your personal information, you can still contact us to check that the personal information that we hold is accurate, or to let us know of any changes to your personal information. We always try to ensure that the information that we hold is accurate, up to date and relevant. We'll be more than happy to make changes or to correct any inaccuracies.

What if we update our privacy policy?

We do keep our privacy policies under regular review so please do check each time you use the site.

You'll be able to read about any updates on this page - as soon as they happen.

If you have any questions or if you feel that we are not complying with the terms of this privacy policy please do contact us through westiereschemescheme.org.uk – Contact and complete the form provided there.

Phone calls: Calling us on a 0300 330 1494 number is normally free when you call from a landline but charges may vary if you use a mobile. Calling us on an 0300 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on an 0300 number will be part of these.