

Privacy & Cookie Policy

for The Creative Canine

Last updated: May 2026

Who I Am

The Creative Canine provides dog training, scentwork and behaviour support services in Annan, Dumfries & Galloway and surrounding areas.

If you have any questions about this Privacy Policy or how your information is handled, you can contact:

Email: krysia@thecreativecanine.co.uk

What Information I Collect

I may collect and store information that you voluntarily provide when you:

- Submit a contact form through the website
- Book training sessions or classes
- Communicate by email, phone, social media or WhatsApp
- Complete booking or intake forms
- Attend training sessions or workshops

This information may include:

- Your name
- Email address
- Telephone number
- Your dog's name, age and breed
- Information about your dog's behaviour, training, health or welfare
- Emergency contact or veterinary details where relevant
- Booking and payment information
- Any other information you choose to share relating to your dog or training needs

How Your Information Is Used

Your information is used only for purposes directly related to providing dog training and support services, including:

- Responding to enquiries
- Managing bookings and appointments
- Providing training and behaviour support
- Sending session recaps or follow-up information
- Communicating regarding classes, workshops or appointments

- Maintaining training records where appropriate
- Improving website performance and user experience

I do not sell, rent or share your personal information with third parties for marketing purposes.

Booking Systems & Third-Party Services

Bookings may be processed through third-party systems such as Acuity Scheduling.

The website may also use trusted third-party services including:

- Google Analytics
- Meta/Facebook tools
- Website hosting providers
- Payment processing providers

These services may collect limited technical information in order to operate correctly, analyse website traffic or support booking functionality.

Please refer to the individual providers' own privacy policies for further information about how they process data.

Cookies & Website Analytics

This website uses cookies and similar technologies to help the website function properly and to understand how visitors use the site.

Cookies may be used to:

- Improve website functionality
- Analyse website traffic and performance
- Support embedded content or booking systems
- Remember user preferences

You can choose to disable cookies through your browser settings, although some parts of the website may not function correctly if you do so.

By continuing to use the website, you consent to the use of cookies where applicable.

Communication

Communication may take place via:

- Email
- Telephone
- WhatsApp
- Social media messaging

While reasonable steps are taken to protect your information, no method of electronic communication can be guaranteed to be completely secure.

How Your Information Is Stored

Reasonable measures are taken to keep your information secure and prevent unauthorised access, loss or misuse.

Information is stored only for as long as reasonably necessary for business, legal or insurance purposes.

Your Rights

Under UK data protection law, you have the right to:

- Request access to the information held about you
- Request correction of inaccurate information
- Request deletion of your information where appropriate
- Withdraw consent where consent has been relied upon
- Raise concerns regarding how your information is handled

Requests can be made by contacting:

krysia@thecreativecanine.co.uk

Website Disclaimer

Information provided on this website, social media pages or within training materials is intended as general guidance and educational information only.

Dog training and behaviour outcomes can vary between individual dogs and situations, and no guarantees of specific results can be given.

Training and behaviour advice is not intended to replace veterinary advice, diagnosis or treatment. If there are concerns regarding a dog's health, pain, mobility or wellbeing, advice from a veterinary professional should always be sought.

All website content, including text and images, remains the property of The Creative Canine unless otherwise stated and may not be copied, reproduced or distributed without permission.

Changes to This Policy

This Privacy & Cookie Policy may be updated from time to time to reflect changes in services, legal requirements or website functionality.

The most recent version will always be available on the website.

