**Birchwood Lodge Kennels and Cattery!**

Our Privacy Policy

Birchwood Lodge Kennels and Cattery respects your right to privacy. This Privacy Notice explains who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights. This Notice applies to personal information that we collect through our website at <http://birchwoodlodgekennels.co.uk/> and which we collect when you use or interact with our services.

By registering for, downloading, or using our services, you accept this Privacy Policy, which is part of our [Terms of Service](https://vimeo.com/terms). If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided at the bottom of this Privacy Notice.

**Who we are:** We are a local kennels and cattery based in Woldingham, Surrey.

we are committed to maintaining the trust and confidence of our website visitors. We do not collect, sell, rent or trade email lists or any data with other companies and businesses. This Privacy Policy will provide detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

**Marketing:** We do not collect any contact information and we will never send you any direct communications outside of your initial booking request.

**Links to Other Web Sites:** This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you’ll need to check that site’s privacy statement.

**Security:** We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information, that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

**Changes to this Privacy Policy:** Birchwood Lodge Kennels and Cattery may change this policy from time to time by updating this page. This policy is effective from 24th May 2018. We may modify this Privacy Policy from time to time. We will post any modified version of our Privacy Policy at <http://birchwoodlodgekennels.co.uk/>. If we change the Privacy Policy in a way that materially lessens our commitments to you, we will provide notice to registered users by email or other methods.

**Cookies:** Cookies What are cookies? A cookie is a small text file that is stored on your computer or device when you visit a website. Cookies are used by all websites and have several different functions. We will not use cookies to collect personally identifiable information about you. By using our website, you're consenting to our use of cookies. Changing your cookie settings: However, if you wish to restrict or block the cookies which are set by our websites, or indeed any other website, you can do this through your browser settings. The 'Help' function within your browser should tell you how. Alternatively, you may wish to visit www.aboutcookies.org/ which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your machine as well as more general information about cookies. Please be aware that restricting cookies may impact on the functionality of our website.

**How We Use Your Data:** We may use your data for the following purposes:

* **Operating our services:** We use your data to provide our services, process and fulfil orders, provide customer support, and to otherwise comply with our contractual obligations to you. We (and/or our third-party vendors) use your financial information to process purchases made by you and to pay you amounts you have earned.
* **Communicating with you:** We use your data when we communicate with you (e.g., when we respond to a customer support or other inquiry).
* **Legal compliance:** We use your data where we are legally required to do so. For example, we may need to gather your data to respond to a subpoena or court order.
* **Protecting your information:** Where appropriate, we may anonymize, backup, and delete certain data.
* **We may use algorithms;** and other automated means to implement any of the above.

**The personal information that we may collect about you broadly falls into the following categories:**

**Our Website**: When you visit our Website, we may collect certain information automatically from your device. In some countries, including countries in the European Economic Area, this information may be considered personal information under applicable data protection laws. Specifically, the information we collect automatically may include information like your IP address, device type, unique device identification numbers, browser-type, broad geographic location (e.g. country or city-level location) and other technical information. We may also collect information about how your device has interacted with our Website, including the pages accessed and links clicked. Collecting this information enables us to better understand the visitors who come to our Website, where they come from, and what content on our Website is of interest to them. We use this information for our internal analytics purposes and to improve the quality and relevance of our Website to our visitors.

**Information that you provide voluntarily:** Certain parts of our Website or services may ask you to provide personal information voluntarily: for example, we may ask you to provide your contact details in order to submit inquiries to us.

**We share data with third parties as follows:** Google Analytics We may share your data with persons who provide analytics showing how customers are using our services. We use google Analytics to give us an inside look at how people find our business listing on the web. Because [many customers find businesses on Google Search and Maps](https://support.google.com/business/answer/7091), Insights focuses on how customers use Search and Maps to find our listing, and what they do once they find it.

How it works Google Insights provides us with different ways to understand how customers interact with our listing:

* How customers find our listing
* Search queries
* Where customers find us on Google
* Customer actions
* Direction requests
* Phone calls
* Photos
* What our business is known for

**How customers find our listing:** We can see how many customers found us and how they found us. Either through:

* Direct searches: A customer directly searched for our business name or address.
* Discovery searches: A customer searched for a category, product or service that we offer, and our listing appeared.
* Branded searches: A customer searched for our brand or a brand related to our business. This category will only appear if our listing has appeared at least once for a branded search.
* Total searches: The total number of direct, discovery and branded searches.

**Search queries:** Search queries show us the queries used to find our business on Google. We can track common terms and search trends for our business. These queries help us create better Posts with Google and even Ads to engage our customers.Search queries focus on the terms that our customers used to find our business on Local Search and Maps. We can only see the queries used in the last week, month or quarter. To protect users' privacy, we can only see queries that meet googles privacy threshold.

**Where customers find you on Google:** Insights help show us how many customers found us via Google Search or Google Maps. We can see the number of views that our listing received through each of these services:

* View on Search: A customer found our business via Google Search. Displays as 'Search views' on bulk reports.
* Views on Maps: A customer found our business via Google Maps. Displays as 'Maps views' on bulk reports.
* Total views: The total views of both Google Search and Google Maps.

**Customer actions:** Customer actions shows how customers behave after they have found our listing on Google.

**Direction requests:** Google analytics shows us where customers are when they request directions to our business. We can see your location pinned and the popular places that our customers are when they ask Google Maps for directions to our address. The total number of requests broken down by city or neighbourhood are displayed as well.

**Phone calls:** We can see when and how often customers called our business through our business listing and when customers call the most.

**Photos:** This section displays the number of photos associated with our listing and how often they’re viewed compared to similar businesses in the following graphs:

* Photo views: How many times our photos have been viewed.
* Photo quantity: How many photos are uploaded to our business listing.

You have rights to opt out of google cookies and analytics, to provide website visitors the ability to prevent their data from being used by Google Analytics, Google have developed the google analytics opt-out browser add-on. If you want to **opt**-**out**, download and install the add-on for your web browser.

You have rights to opt out of us storing your contact information, if you would not like us to store the contact information you have supplied, please get in contact and we will opt you out of the service!

**You can contact us using the information below.**

Birchwood Lodge Kennels and Cattery

Woldingham Road

Woldingham

Caterham CR3 7LR

Phone: [01883 343148](https://www.google.com/search?q=birchwood+lodge+kennels+and+cattery&rlz=1C1CHBF_enGB768GB768&oq=birchwood+lodge&aqs=chrome.0.69i59j69i61j69i57j69i61j69i60j0.3791j1j7&sourceid=chrome&ie=UTF-8)

<http://birchwoodlodgekennels.co.uk/>

<https://en-gb.facebook.com/Birchwoodlodgekennels/>