



AIRPETS PRIVACY POLICY

AIRPETS LTD ARE COMMITTED TO RESPECTING YOUR PRIVACY AND PRIVACY

Our Privacy Policy explains why we ask for personal details about the people who visit the Airpets website - What we do with the information, how we store it, who we share it with and why.

Should you have a question regarding any aspect of the Airpets privacy policy, please contact us via the following means:

Post: Airpets, Spout Lane North, Stanwell Moor, Staines, Middx. TW19 6BW (UK)

Phone: 01753 685571

Email: info@airpets.com

WHO ARE AIRPETS?

Airpets Ltd specialise in the following: The Worldwide relocation of pets by air, pet boarding, pet grooming, the import of pets from overseas and the quarantine thereof if required. Airpets is a registered business in the UK # 880497. Our registered trading and office address is: Airpets, [Spout Lane North, Stanwell Moor, Staines. TW19 6BW \(UK\)](#)

THE INFORMATION WE COLLECT

Our website offers you the opportunity to send us information about you and your pet/s. This information is required in order for us to provide a quotation for the service/s required. We may also gather information from emails or phone calls, as required for us to quote and contact you.

Airpets may use analytical data from our website in order to monitor usage and traffic

THE INFORMATION WE MAY ASK YOU FOR

In order to provide a quotation for any services required, an Airpets representative may ask for personal information, including but not limited to: Name, address, email address, telephone numbers, pet details and overseas contact details. Along with any other relevant information, required for our service provision.

WHAT DO AIRPETS DO WITH YOUR INFORMATION?

We will use the information to provide a quotation for the service/s requested. During the course of works, it is likely that we'll need to pass on your details to relevant airlines, Government agencies and/or overseas agents / representatives of Airpets Ltd

HOW LONG DO WE HOLD YOUR INFORMATION?

As long as required by the regulations governing the service we are providing. In certain cases, this can be up to five years.

LAWFULNESS

By asking Airpets to provide you with a quotation for a service, you consent that Airpets may use that information as required in order to provide a quotation and carry out confirmed business, as instructed by you.

WHO WILL SEE MY INFORMATION?

This will depend on the work that you ask us to complete – Sometimes the information will only be seen by employees of Airpets Ltd. Overseas pet relocation and import work will typically require that we pass on your details to relevant organisations such as, but not limited to, overseas agents, airlines, government authorities, vets and kennels.

If you have requested assistance with secondary, travel related products and services, we will forward your details to the company concerned.

CAN I CHOOSE NOT TO HAVE MY INFORMATION SHARED WITH ANYONE EXCEPT AIRPETS EMPLOYEES?

Yes, but whilst we may be able to provide you with a quotation, we would be unable to carry out any work for you

CAN I SEE WHAT INFORMATION AIRPETS HOLD ABOUT ME?

Yes, we can provide you with a copy of this information within 21 days of a formal request

PROTECTING YOUR INFORMATION

We may need to forward your details to a third party in order to complete our work for you. This information is typically sent by industry standard, unencrypted email and therefore cannot be considered entirely secure.

On receipt, we do our utmost to protect the information we hold about you, whether in electronic or paper format.

WEBSITE COOKIES

Our website uses cookies to recognise website visitors, but cannot identify individual users. This is a standard feature of most websites - Your computer software may allow you to block cookies if required.

LINKS

Our website contains links to various, relevant, third parties which we hope you will find useful. Clicking any of these links will direct you away from the Airpets website. Airpets are not responsible for the content or security of third party websites.

TRANSMISSION OF DATA OUTSIDE OF THE EUROPE / EU

In order to complete our work for you, it may be necessary to forward your information to a third party, located outside of Europe. On receipt, this information may then be stored, transferred or otherwise processed as required.

Countries outside of the EU may have differing data security laws and may not adhere to the same level of data security as the EU. By providing your information to Airpets, you consent to the transmission of it to non-EU countries

COMPLAINTS

Data handling complaints can be sent to www.ico.org.uk