

Privacy notice - professional services



Juvo Animal Behaviour customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

07873223883

Email

info@juvo-ab.co.uk

What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Addresses
- Pronoun preferences
- Third party information (such as family members or other relevant parties)
- Payment details (including card or bank information for transfers and direct debits)
- Health information (such as medical records or health conditions)
- Video recordings
- Audio recordings (eg calls, voice notes)
- Records of meetings and decisions

We also collect or use the following special category information to **provide and improve**

products and services for clients. This information is subject to additional protection due to its sensitive nature:

- Health information - if relevant to how it impacts your ability to work with your dog or engage with my services so that so that I can support you appropriately. I also ask if you have communication preferences or require an interpreter if you are deaf, deaf blind or hard of hearing

We collect or use the following personal information for **information updates or marketing purposes**:

- Names and contact details

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Purchase or service history
- Photographs
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - When completing my booking form, clients will be asked if they would like their first name and email address to be added to a mailing list. This is so they can receive information in future once our working relationship has ended and I can no longer otherwise contact them as their contact details will have been removed from my records. The information is mostly tips and advice for dogs, but there may also be business updates included if services are updated if they are interested in returning.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you
- From your dog's veterinary practice

How long we keep information

- Support is automatically in place for 8 weeks from the date of your first session, so your information will be held during this time. If you have not booked any additional follow up sessions beyond those 8 weeks and our working relationship has ended your contact information will be deleted and I will sign you off. If you have booked additional sessions to extend the support period but I have then not had a session with you for 4 weeks after the last one and our working relationship has ended, your contact information will be deleted and I will sign you off.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Third parties:
 - With your knowledge, behaviour reports are shared with your dog's veterinary practice. Any suspected health concerns or requests for veterinary support will be discussed with your dog's vet.
 - If there is an emergency during our sessions and I need to phone 999 for help I may have to disclose your name, address and known medical conditions if you need emergency treatment and are unable to communicate this yourself.
 - If for any reason I am concerned about the health or welfare of your dog, other animals or people in the home I have a duty to report these to the relevant authorities, police and/or RSPCA/ NSPCC where appropriate. While I work under GDPR restrictions it is my duty to report any situation that may compromise anyone's welfare or safety. I reserve the right to disclose details that may lead to harm including risk of terrorism or other information I am legally bound to disclose.

Website cookies

Currently my website is hosted via IONOS and is subject to their cookie usage for site analytics and policies with your consent. There is a consent banner on the website at the bottom of the page for you to select your preferences for consent while using the website. IONOS SiteAnalytics allows analysis of user behaviour to improve functionality of the website and user experience. IONOS SiteAnalytics helps us understand how visitors interact with website content, which pages are most popular, and how we can optimise the site's technical performance. By clicking the cookie banner at the bottom of the screen you can see what data is used.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@juvo-ab.co.uk

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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