Privacy Policy for Honest Hounds

Updated on: 2024-01-05

Honest Hounds ("we", "us", or "our") is committed to protecting the privacy of our users. This Privacy Policy describes how we collect, use, and disclose your personal information when you use our online subscription service ("Service").

What Information Do We Collect?

We collect the following types of personal information from you:

Account Information: When you create an account with us, we collect your name, email address, phone number (optional), and billing information.
Profile Information: You may optionally choose to provide additional information about yourself, such as your location, interests, and profile picture.
Usage Data: We collect information about how you use our Service, such as the features you access, the content you view, and the actions you take.
Device Information: We collect information about the device you use to access our Service, such as the device type, operating system, browser, and IP address.

How Do We Use Your Information?

We use your personal information for the following purposes:

To provide and operate our Service, including managing your account, processing payments, and delivering content.
To personalize your experience, such as recommending content based on your interests.
To send you important information about our Service, such as updates, product announcements, and promotional offers.
To respond to your inquiries and requests.
To analyze and improve our Service.
To detect, prevent, and address fraud and other illegal activities.

Legal Basis for Processing Your Information

We rely on the following legal grounds to process your personal information:

Consent: When you provide your consent to us, such as when you create an account.
Contract: When we need to process your information to fulfill our contractual obligations to you, such as providing you with access to the Service.
Legitimate Interests: When we have a legitimate interest in processing your information, such as improving our Service, preventing fraud, or sending you promotional offers.

How Do We Share Your Information?

We may share your personal information with the following third-party service providers:

Payment processors: We may share your payment information with payment processors to process your payments.

Analytics providers: We may share your usage data with analytics providers to help us understand how you use our Service.
Email service providers: We may share your email address with email service providers to send you emails about our Service.

We will only share your personal information with third-party service providers who are obligated to keep your information confidential and secure. We will not share your personal information with any third parties for marketing purposes without your consent.

Your Data Rights

You have the following rights regarding your personal information:

Right to access: You have the right to access and obtain a copy of your personal information that we hold.
Right to rectification: You have the right to correct any inaccurate or incomplete personal information that we hold about you.
Right to erasure: You have the right to request that we erase your personal information under certain circumstances.
Right to restrict processing: You have the right to request that we restrict the processing of your personal information under certain circumstances.
Right to object: You have the right to object to the processing of your personal information under certain circumstances.
Right to data portability: You have the right to receive your personal information in a portable format and to transmit it to another controller.

To exercise any of these rights, please contact us at admin@honesthounds.co.uk

Video Recordings:

For some areas of the community, you may join in with online sessions that are recorded.

User Consent: By joining these online sessions you agree to be recorded and for these sessions to be shared on the community afterwards.
Visibility and Control: Users will have control over the visibility of their video recordings. They can choose to turn their camera and audio off if they desire.
Data Use and Storage: Recorded videos will be used for providing content for educational purposes. These will be embedded in the private community and securely stored.

Posts and Comments:

Our community has public post spaces and the ability to comment on posts. By engaging with and using these options you agree to be compliant with the following.

Anonymity: Users can choose to join the community under a name or a nickname and share as much personal information as they want to when setting up their profile.
Moderation: We encourage users to be respectful and considerate in their comments. Comments are subject to moderation to ensure a safe and positive community environment. We will remove comments that violate our community guidelines or are deemed harmful or offensive.

Reporting: Users can report any comments that they find offensive or abusive. Please send a link to the post and an explanation of why you find it offensive or abusive to admin@honesthounds.co.uk. We will investigate all reports promptly and take appropriate action.
Data Retention: Posts and comments remain on the community for educational purposes but members can delete their own posts and comments at any time at their own discretion.

Private Messaging:

The Honest Hounds community also has the option of using private chats to communicate with other members of the community. By joining the community, you agree to adhere to the following principles:

Respect: Treat all other users with respect and courtesy, even if you disagree with them. Avoid harmful or offensive language, threats, harassment, or discrimination.
Legality: Do not use private chats to share illegal content or discuss illegal activities. This includes but is not limited to hate speech, violence, child exploitation, or copyright infringement.
Privacy: Respect the privacy of others. Do not share private information about another user without their consent. Be mindful of the content you share within private chats, as it may not be as secure as public forums.
Reporting: If you experience any behavior that violates this policy or makes you feel uncomfortable, please report it immediately to us. We take all reports seriously and will investigate them promptly.

Sharing Feedback

From time to time, we *may select and share comments or positive feedback from within the community for sharing across our social media platforms (included by not limited to Facebook, Instagram, TikTok and our website) to promote community engagement. Please email admin@honesthounds.co.uk with the email heading 'opt out from sharing feedback,' and include the name and email address from your account.*

Data Security

We take appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, no website or internet transmission is completely secure.

Data Retention

We will retain your personal information for as long as it is necessary to provide you with the Service and to fulfill our legal obligations. If you would like your data removed you can request this.

Cookies and Similar Technologies

We use cookies and similar technologies to personalise your experience, analyse our Service, and deliver targeted advertising. You can set your browser to refuse all cookies or to let you know when a cookie is being set. However, if you refuse cookies, you may not be able to use all the features of our Service.

Children's Privacy

Our Service is not intended for children under the age of 13. We do not knowingly collect personal information from children under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us.

Links to Other Websites

Our Service may contain links to other websites. We are not responsible for the privacy practices of other websites. We encourage you to read their privacy policies.

We believe that following these guidelines will help create a safe and enjoyable experience for everyone in our community. If you have any questions or concerns, please do not hesitate to contact us. Remember: Be responsible, respectful, and report any harmful activity to keep our platform a safe and inclusive space for everyone.

We also have a privacy policy specific to the Circle Platform.

honesthounds Privacy Policy

Last Updated: August 26, 2024

This privacy policy ("Privacy Policy") explains how honesthounds ("we," "us," and/or "our") collects, uses, and discloses information from individuals ("you" and/or "your") who access and use our online community or mobile or other downloadable applications (collectively, the "Community"). Beyond the Privacy Policy, your use of the Community is also subject to our Terms of Service.

We reserve the right, at our discretion, to change, modify, add, or remove portions of this Privacy Policy at any time. If we make changes, we will notify you by revising the date at the top of the policy and, in some cases (for example if we plan to use your information in a way that materially differs from this Privacy Policy), we will provide you with additional notice (such as sending you a notification).

We encourage you to review the Privacy Policy whenever you access the Community or otherwise interact with us to stay informed about our information practices and the choices available to you.

Personal Information We Collect

Personal Information You Provide to Us.

Registration and Profile Information. When you open an account with us through the Community ("Account"), we may ask you to provide us with identifiers and contact information such as your name, email address, and any other information you may provide.

Communications. We may also collect identifiers, such as your name, email address, and other information you choose to provide, when you participate in any interactive features of the Community (like send us a message through the Community), fill out a form, publish statements on our platform, participate in a contest or promotion, communicate with us via third-party social media sites, request customer support, or otherwise communicate with us. Messages Between Members. When you

communicate with other members through the Community, we and our third-party partners receive the content of the messages you send and receive and information about those messages, such as when it was sent or received.

Content. We may collect other content and information you share through the Community when you submit information or content, such as by commenting on a blog or participating in online communities, or when you otherwise interact with the Community.

Payment Information. If you make a purchase through the Community, your payment-related information, such as credit card or other financial information, is collected by our third-party payment processor on our behalf.

Personal Information That May Be Collected Automatically Through the Community.

When you access or use the Community or transact business with us, we and our third-party partners may automatically collect information you provide to us, information about how you access and use the Community and information about the device you use to access the Community, including:

Device Identifiers. Identifiers, such as your IP address, internet service provider, the type of mobile device you use, the temporary or persistent unique device identifiers (sometimes called UDID), and identifiers associated with browser cookies, web beacons and similar technologies we deploy on the Community.

Internet or Other Electronic Network Activity Information. We and our third-party partners may collect information about the devices and computers you use to access our Community, such as browser type, language, operating system, the referring web page, pages visited, and hyperlinks clicked. When you use our Community, we may collect usage information sent to us by your computer, mobile, or other access device that tells us how you are using the Community and other information about your internet activity ("Usage Information"), including the pages you visit, the links you click, the ads you view and click on, videos you watch, purchase information and your checkout process, your location when you access or interact with our Community, and other similar actions. We may also use third-party tools to collect Usage Information you provide to us or information about how you use the Community and may record your mouse movements, scrolling, clicks and keystroke activity and other browsing, search or purchasing behavior. These tools may also record Usage Information you enter when you interact with the Community or engage in chat features through the Community.

Geolocation Information. We may derive the approximate location of your device from your IP address. We may combine this information with other location-based information, such as your billing or postal code. You have the ability to stop the collection of precise location information at any time (see "Your Choices" below for details).

Information From Cookies and Similar Technologies. We and our third-party partners collect information using cookies, pixel tags, or similar technologies. Our third-party partners, such as analytics and advertising partners, may use these technologies to collect information about your online activities over time and across different services. Cookies are small text files containing a string of alphanumeric characters. We may use both session cookies and persistent cookies. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be used by your browser on subsequent visits to the Community.

Please review your web browser's "Help" file to learn how you may modify your cookie settings. Please note that if you delete or choose not to accept cookies from the Community, you may not be able to utilize the features of the Community to their fullest potential.

Personal Information Collected from Third Parties.

Information from Third-Party Sources. When you interact with our members in the Community, we may collect from them any content or information you choose to share or provide. We may also obtain information about you from other sources, including but not limited to social media platforms, marketing partners, and other third parties. For example, if you connect your social media account to your Account or create or log into your Account through a social media site, certain information from your social media account will be shared with us, which may include information that is part of your profile or your friends' profiles.

Personal Information Usage

We use the information we collect about you to:

- provide, maintain, and improve the Community and to enhance and personalize your experience;
- process, complete, and maintain records on transactions;
- send you technical notices, updates, security alerts, and support and administrative messages;
- respond to your comments, questions, and requests, and to provide customer service;
- communicate with you about products, services, offers, promotions, rewards, and events offered by honesthounds and others, and provide news and information we think will be of interest to you;
- monitor and analyze trends, usage, effectiveness and activities in connection with the Community, including our offers, advertising, communications features, and customer service;
- detect, investigate and prevent fraudulent transactions and other illegal activities and protect the rights and property of honesthounds;
- facilitate contests, sweepstakes and promotions and process and deliver entries and rewards;
- link or combine with information we get from the Community and from others to help understand your needs and provide you with better service;
- maintain appropriate records for internal administrative purposes; and
- carry out any other purpose described to you at the time the information was collected or permitted by law.

Personal Information Disclosure

Partners and Affiliates. We may disclose any information we receive to our partners, corporate affiliates, parents, or subsidiaries for any purpose described in this Privacy Policy.

Circle. The Community is powered by a technology platform provided by CircleCo, Inc. ("Circle"). We may disclose your information to Circle in connection with the provision of the Community.

Service Providers and Vendors. We may disclose your information to other vendors, consultants, and service providers retained in connection with the provision of the Community.

Other Members of the Community. If you provide or share information with other members of the Community, they may use it for their own purposes. If you post information or content, such as by posting photos, commenting on a blog, or participating in the Community, or when you interact with the Community through social media sites, plug-ins or other applications, depending upon your privacy settings, this information may become public on the internet. We cannot prevent further use of this information. You can control what data you share through privacy settings available on some social media sites. Please refer to those third-party sites' privacy policies and terms of use to learn more about their privacy practices, which we do not control.

Analytics Partners. We may use analytics services to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources.

Legal and Law Enforcement. We may share information collected about you with law enforcement, governmental agencies, or authorized third parties, in response to a verified request relating to a criminal investigation or alleged illegal activity or any other activity that may expose us, you, or any other Community member to legal liability or if we believe disclosure is in accordance with, or required by, any applicable law or legal process, including lawful requests by public authorities to meet national security or law enforcement requirements.

In Connection with a Change of Control. We may transfer or disclose your information in connection with, or during negotiations of, any merger, sale of company assets, financing or acquisition of all or a portion of our business by another company.

Consent. Where applicable, we may share your information with your consent or at your specific direction.

Children's Privacy

The Community is not intended for individuals under the age of 16. No one under the age of 16 is authorized to provide any personal information through the Community. We do not knowingly collect personal information from the Community from members in this age group. If we learn that we have collected or received personal information from a child under the age of 16, we will take reasonable steps to delete that information. If you believe we might have any information from or about a child under 16, please contact us at the email address below.

Social Sharing Features

The Community may offer social sharing features and other integrated tools, which let you share actions you take on the Community with other media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the entity that provides the social sharing feature. For more information about the purpose and scope of data collection and processing in connection with social sharing features, please visit the privacy policies of the entities that provide these features.

Third-Parties

The Community may contain links to other websites, including our affiliated or co-branded websites and communities. Other websites and communities may also reference or link to the Community. These other websites and communities may not be controlled by us. We encourage our members to read the privacy policies of every website, community, or mobile application that collects personal

information. We do not endorse, screen or approve, and are not responsible for the privacy practices or content of other websites, communities, or mobile applications. Visiting these other websites is at your own risk.

Security

We make reasonable efforts to protect your information by using security measures designed to safeguard the information we maintain. However, because no electronic transmission or storage of information can be entirely secure, we can make no guarantees as to the security or privacy of your information.

Transfer of Information to the U.S. from Other Countries

The Community is hosted in the United States and intended for visitors located within the U.S. If you choose to use the Community from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your personal information outside of those regions to the U.S. for storage and processing. We may also transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the Community. By providing any information, including personal information, on or to the Community, you consent to such transfer, storage, and processing.

Your Choices

Account Information. You may update and correct certain Account information you provide to us at any time by logging into your Account. If you wish to delete or deactivate your Account, you may email us at admin@honesthounds.co.uk but note that we may retain certain information as required by law or for legitimate business purposes.

Location Information. If you initially consent to our collection of this location information through the Community, you can subsequently stop the collection of this information at any time through your device's operating system settings. If you do so, certain features may no longer function properly.

Marketing Communications. You can unsubscribe from our promotional emails via the link provided in the emails. Even if you opt out of receiving promotional messages from us, you will continue to receive administrative messages from us.

Mobile Push Notifications/Alerts. With your consent, we may send promotional and non-promotional push notifications or alerts to your mobile device. You can deactivate these messages at any time by changing the notification settings on your mobile device.

Do Not Track. There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

Contact Us

If you have any questions, comments or concerns about our Privacy Policy, you may email us at admin@honesthounds.co.uk.

Additionally, if you have any questions, comments or concerns about our Privacy Policy feel free to send correspondence to the following address:

honesthounds
1 Nine Ashes Farm Cottages, Nine Ashes, Ingatestone, England, CM4 0LD