

# Willows Animal Sanctuary Privacy Policy

This privacy policy will explain how Willows Animal Sanctuary (hereinafter referred to as **Willows**) uses the personal data we collect from you when you use our website.

Topics:

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- How do we collect your data?
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## What data do we collect?

Willows collects the following data:

- The personal information we collect may include your name, address, telephone numbers and e-mail address.

## How do we collect your data?

You directly provide Willows with the data we collect. We collect data and process data when you:

- Register online to adopt an animal via a Direct Debit. We do not collect bank account details and cannot access them. This is handled by GoCardless (GoCardless.com)
- Buy something from our online shop.
- Complete a Giftaid declaration form online.

## How will we use your data?

### Willows collects your data so that we can:

- Process your order, manage your account.
- Email you with occasional emailed and/or newsletters – you can opt out of these.

## How do we store your data?

Willows securely stores your data on highly secure SQL Servers in the Microsoft Cloud and onsite.

## Marketing

None

## What are your data protection rights?

Willows would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request Willows for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that Willows correct any information you believe is inaccurate. You also have the right to request Willows to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that Willows erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that Willows restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to Willows's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that Willows transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [kate@willowsanimals.com](mailto:kate@willowsanimals.com) Call us at: **01771 653112**

## **What are cookies? How do we use cookies?**

The Willows website does not use cookies directly for any purpose of its own. Some third-party components used by the site *may* use cookies for purely functional purposes.

## **What types of cookies do we use?**

Our website *may* use functional cookies indirectly via third party sourced components.

## **How to manage cookies**

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

## **Privacy policies of other websites**

The Willows website does not contain links to other websites.

## **Changes to our privacy policy**

Willows keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 19 February 2025.

## **How to contact us**

If you have any questions about Willows's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: **[kate@willowsanimals.com](mailto:kate@willowsanimals.com)**

Call us: **01771 653112**

Or write to us at:

**Willows Animal Sanctuary  
Lambhill  
New Pitsligo  
Fraserburgh  
AB43 6NY**

## **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Willows has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.