

Community Services Privacy Policy

A. Data processing when accessing our website

Who is responsible for data processing?

zooplus SE (hereafter: zooplus), Herzog-Wilhelm-Strasse 18, D-80331 Munich, Germany is responsible for the processing of personal data on this website. You can find more information [here](#).

Please contact our Data Protection Officer if you have any questions or concerns about data protection

registered customers and vets

non-registered user

Which data is processed when you visit our website?

When you visit our website, your web browser sends various data to our servers. This serves only to optimise the technology, configuration and stability of our website as well as the system security. The data is stored in log files and also includes the IP address.

Do we use cookies on the website?

Yes, various cookies are used on our website. Detailed information on how they work, how you can delete these cookies or how you can prevent them from being stored can be found in the data protection information and in the Preference Centre.

Do we pass your data on to third parties?

No. We do not pass on your data to unauthorised third parties. Furthermore, we guarantee to have the necessary contractual agreements with all external providers.

B. Data processing for Community Services

This information also applies to the Use of Community Services as mentioned below. If you visit our shop or have a “zooplus account”, the following also applies: our General Data Protection Information (for our online shop), and also our Data Protection Information for any contact you have with Customer Services.

1. Puppy Club

A zooplus account is required to use the zooplus Puppy Club section to its full extent. You can use your existing zooplus account or create a new one. We will store any information on your puppy collected via the zooplus Puppy Club, as well as any related product preferences (if you set up a puppy profile) in this account. This data is used to send you information on zooplus products and offers, and to show you content that is

relevant to your puppy on our website. We use the double opt-in procedure for registration, so you will need to confirm your registration by clicking on the link in our confirmation email before you can complete the process.

Legal basis: GDPR Article 6 (1) (a)

When we send a newsletter, we use so-called web beacons, or tracking pixels, which help us to determine whether you have received the newsletter, opened it and clicked on any links in it. We create a user profile based on data collected this way in order to tailor the newsletter to your personal interests. We may link this data to actions you have taken on our website by means of tracking.

Legal basis: GDPR Article 6 (1) (a)

We never share your personal data with unauthorised third parties. However, the newsletter tool is provided by an external provider, therefore we have concluded a contract on commissioned data processing with them.

You can request details of the providers by sending an email to service@zooplus.co.uk or by contacting our data protection officer. You can revoke your consent to receive newsletters, and therefore to the processing of the aforementioned data at any time. The legality of the processing based on your consent until your revocation, remains unaffected. If you object to the automatic analysis of data collected in relation to the newsletter, you will unfortunately need to unsubscribe from our “Puppy Club” Community Service. Until then, your data will be stored for as long as you have subscribed to the newsletter. After unsubscribing, we will store the data anonymously and purely for statistical purposes. The provision of personal data is neither legally nor contractually required, however, we are unable to send you the newsletter unless you prove your email address.

If you would like your data to be deleted from the zooplus Puppy Club, please send an e-mail to service@zooplus.co.uk.

2. Kitten Club

A zooplus account is required to use the zooplus Kitten Club section to its full extent. You can use your existing zooplus account or create a new one. We will store any information on your kitten collected via the zooplus Kitten Club, as well as any related product preferences (if you set up a Kitten profile) in this account. This data is used to send you information on zooplus products and offers, and to show you content that is relevant to your kitten on our website. We use the double opt-in procedure for registration, so you will need to confirm your registration by clicking on the link in our confirmation email before you can complete the process.

Legal basis: GDPR Article 6 (1) (a)

When we send a newsletter, we use so-called web beacons, or tracking pixels, which help us to determine whether you have received the newsletter, opened it and clicked on any links in it. We create a user profile based on data collected this way in order to tailor the newsletter to your personal interests. We may link this data to actions you have taken on our website by means of tracking.

Legal basis: GDPR Article 6 (1) (a)

We never share your personal data with unauthorised third parties. However, the newsletter tool is provided by an external provider, therefore we have concluded a contract on commissioned data processing with them.

You can request details of the providers by sending an email to service@zooplus.co.uk or by contacting our data protection officer. You can revoke your consent to receive newsletters, and therefore to the processing of

the aforementioned data at any time. The legality of the processing based on your consent until your revocation, remains unaffected. If you object to the automatic analysis of data collected in relation to the newsletter, you will unfortunately need to unsubscribe from our “Kitten Club” Community Service. Until then, your data will be stored for as long as you have subscribed to the newsletter. After unsubscribing, we will store the data anonymously and purely for statistical purposes. The provision of personal data is neither legally nor contractually required, however, we are unable to send you the newsletter unless you prove your email address.

If you would like your data to be deleted from the zooplus Kitten Club, please send an e-mail to service@zooplus.co.uk.

C. Your Rights

You have the right to request confirmation from zooplus at any time as to whether we are processing your personal data and the right to receive information about this personal data. You also have the right to correct, delete and restrict data processing, as well as the right to object to the processing of personal data at any time, or to revoke your consent for data processing at any time or to request the transfer of data.

For any information needs or requests, revocations or objections to the processing of data, please contact zooplus Customer Services or send an email to our Data Protection Officer. In addition, you have the right to complain to a supervisory authority if violations of privacy should occur. You can visit our Privacy Portal anytime to exercise your Data Subject Rights:

I have a zooplus customer account

I do not have a zooplus customer account

D. Notes on Specific Rights of Objection

You have the right to object at any time, on grounds relating to your particular situation, to the processing of your personal data, on the legal basis of: GDPR Article 6, (1) (e) or (f) in accordance with GDPR Article 21. We will stop processing of your personal data unless we can demonstrate compelling legitimate grounds for the processing which outweigh your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims. If you wish to exercise your right to objection, please contact zooplus Customer Services at service@zooplus.co.uk.