

POLICIES

Terminology

Client – Anyone interacting with PAWtected through any means.

PreMember – Any client who is also enrolled onto our PreMember course.

Member – Any client who is also enrolled onto our Member course and wears our gear.

Team – Anyone working on behalf of PAWtected, regardless if in a contracted or uncontracted role.

Course – A course on our Moodle platform. Consists of a course name and level.

Group – A PAWtected run Facebook group.

Activity within the organisation

All activity within the organisation must be appropriate and respectful. This includes courses, groups, and any interaction with our team. We do not accept advertisements, spam, trolls or abuse of any kind.

Please only enrol on courses and levels which you are able to actively participate in. You must ensure that all information on your Moodle profile is complete and kept up to date.

You must have a basic understanding of how to use computers and have access to the internet.

Activity outside the organisation

It is important that you help us maintain the reputation of PAWtected. Any reference to the organisation must be positive in nature, regardless of your current status within the organisation, location or type of reference.

All information from our courses or groups is the copyright protected. You must not share this without authorisation.

PAWtected activity and responsibilities

PAWtected will process your data as per our GDPR policy. We will treat you with respect at all times.

PAWtected hold no responsibility for any person or dog on our courses/groups. It is the responsibility of the client to ensure they have suitable insurance for themselves and their dogs.

Complaints

Please contact any member of the team for a copy of our complaint's procedure.

PAWtected reserves the right to change these policies. Notification of change will be made on our Moodle platform, website and social media platforms.

Please contact enquiries@pawtected.co.uk for full copies of any of our policies/procedures.