

# **SERVICE ANIMAL TRAVEL SOLUTIONS PRIVACY POLICY**

## **Privacy/Cookie Notice**

This Website Privacy/Cookie Notice describes how we use personal data collected or received from visitors of this website. It describes how we collect or receive your personal data, the types of personal data we process, how we use, share and protect this data, how long we retain this data, your rights with respect to the processing of your personal data, and how you can contact us about our privacy practices.

## **Types of Information We Collect and Use**

When you are using our website, we request and collect the contact information name, email and telephone number as required to complete the DOT Service Animal Air Transportation form and process your requests to travel on participating airlines.

We collect information regarding your website usage, browser type and operating system and Google Analytics, such as geographic and demographic information. We also collect the date, time, and pages you visit. We do not associate this information with any personally identifiable information about you. This data is being used to improve our services and to protect and ensure the technical functioning of our website and to develop new services.

## **Sharing your information**

Service Animal Travel Solutions (SATS) does not sell, rent or trade your personal data. We share your personal data with airlines only as necessary for processing your requests to travel with your service animal.

## **How We Protect Personal Data**

We maintain appropriate technical and organizational security safeguards designed to protect the personal data we process against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use.

## **How Long We Retain Personal Data**

We store personal data from the DOT Service Animal Air Transportation form for one year after the vaccination of your dog is expired. Please contact us if you have any questions regarding our data retention practices.

## Updates to the Website Privacy Notice

SATS reserves the right to change this Website Privacy Notice at any time. If we change this Website Privacy Notice, we will update the effective date and such changes will be effective upon posting.

## Cookies

We also use cookies or similar technologies that collect certain Website usage information when you access, view and use the Website. A cookie is a data file placed on a computer or mobile device when it is used to visit websites. We do not enable third parties to place cookies on your device. Because you do not log on to our services, your data is anonymous, and we cannot link any provided information to you. The table below provides an overview of the cookies we use and why we use them.

Cookie name	Purpose
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_gid, _ga	These cookies are used in order to collect information about the visitors' use of our websites and additional functions, including polls, advertising, statistics, chatting with a bot or representative, clickstream data and activity on the website. Information includes the number of visitors to the site, where visitors have come from and which pages they have viewed.
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You can change your privacy preferences regarding the use of cookies and other similar technologies through your browser. You may set your browser to accept all cookies, block certain cookies, require our consent before a cookie is placed in your browser, or block all cookies. Blocking all cookies will affect your online experience and may prevent you from enjoying the full features offered through the services.