

Cookie Policy

1. Introduction

1.1 Our website uses cookies.

1.2 Insofar as those cookies are not strictly necessary for the provision of our website and service, we will ask you to consent to our use of cookies when you first visit our website.

2. Document information

2.1 This document has been generated through automated software, and its contents are not legally binding.

2.2 This document explains how Pets2Places Ltd. ('we', 'us', or 'our') uses cookies and similar tracking technologies on our website.

2.3 This document was last updated on 19/06/26.

3. About cookies

3.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

3.2 Cookies may either be "persistent" cookies or "session" cookies. A persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

3.3 Cookies may also be "first-party" cookies or "third-party" cookies. A first-party cookie is directly set by our website; a third-party cookie is set by a domain outside of our website.

3.4 Cookies may not contain any information that personally identifies a user, but personal data that we store about you may be linked to the information stored in and obtained from cookies.

4. Cookies we use

4.1 We use cookies for the following purposes:

(a) security - we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally.

(b) analysis - we use cookies to help us to analyse the use and performance of our website and services.

(c) cookie consent - we use cookies to store your preferences in relation to the use of cookies more generally.

(d) marketing – we use cookies to deliver relevant advertising and measure the effectiveness of our marketing campaigns.

5. Cookies used by our service providers

5.1 Our service providers use cookies, and those cookies may be stored on your computer when you visit our website.

5.2 We use Google services, including Google Analytics, Google Tag Manager and Google Ads. Google gathers information about the use of our website by means of cookies. The information gathered is used to create reports about the use of our website. You can find out more about Google's use of information by visiting <https://www.google.com/policies/privacy/partners/> and you can review Google's privacy policy at <https://policies.google.com/privacy/>.

5.3 From time to time, additional services may be provided through the website.

6. Managing cookies

6.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can, however, obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647> (Chrome);
- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <https://help.opera.com/en/latest/security-and-privacy/> (Opera);
- (d) <https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac> (Safari);
and
- (e) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge)

6.2 Blocking all cookies may have a negative impact upon the usability of many websites.

6.3 If you block cookies, you may not be able to use all the features on our website.

7. Cookie preferences

7.1 You can manage your preferences relating to the use of cookies on our website by adjusting your consent when you visit our website for the first time. You may also click Manage Consent at any time, which is found at the bottom of your device.

8. Updates to this policy

8.1 We may update this policy from time to time to reflect changes in our use of cookies or changes in applicable law. The last updated information (2.3) indicates when it was last revised.

8.2 We encourage you to review this policy periodically. Continued use of our website after changes are made constitutes acceptance of the updated policy.

9. More information

9.1 For more information about cookies and how they work, you can visit:

- (a) <https://ico.org.uk/for-the-public/online/cookies/> (Information Commissioner's Office: ICO)

10. Our details

10.1 This website is owned and operated by Pets2Places Ltd.

10.2 You can contact us by:

(a) using our website contact form;

(b) by telephone, on the contact number published on our website.