

Privacy policy

What personal data is collected?

We receive, collect and store any information you enter on our website or otherwise provide to us. We also collect the Internet Protocol (IP) address used to connect your computer to the Internet; we may use software tools to measure and collect session data, including the time it takes to build a website (page response time), the time visitors spend on particular pages, information about website interaction and the methods used to obtain the website. We also collect personally identifiable information (including name, email, address, phone number, communication details, information about your pet); payment details (including credit card information), comments, reviews, recommendations, etc.

How is the information collected?

When you fill out the contact form on our website, send us an e-mail or call us, we collect the personal data you provide us with, such as your name, address, e-mail address, telephone number and information about your pet.

Your personal data will only be used for the purposes mentioned above.

Why do we collect this personal data?

We collect this non-personal and personal data for the following purposes:

- Providing and performing services.
- Arrangement and reminder of appointments
- Communication in connection with ordered products
- Communication in connection with seminars
- To contact our visitors and users with general or personalized service-related information and promotional messages;
- To comply with applicable laws and regulations.
- To analyze the use of the website
- Reminders in relation to invoices
- To contact you in the event of legal action

How do you store, use, share and publish the personal data of visitors to your website?

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform through which we can offer you our products and services. Your data may be stored in Wix.com's data storage, databases and general applications. Your data is stored on secure servers behind a firewall.

Your data is also stored in our digital system for customer management, invoicing, inventory, etc. We may contact you for the reasons mentioned above. For these purposes, we may contact you by e-mail, telephone, SMS or post.

Please note that cookies are used on this website to track the usage behavior of visitors and to improve the website.

If you no longer wish us to process your data, please contact us by post at: EQUI.LIBRE Luxembourg, 77, rue des Romains L-2443 Senningerberg. In some cases, the data must remain available for accounting reasons. The retention period is 10 years.

Updating the privacy policy

We reserve the right to change this privacy policy at any time. Please therefore read it frequently. Changes and clarifications will take effect immediately after they are published on the website. If we make material changes to this policy, we will notify you that it has been updated so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and contact information

If you wish to access, correct, amend or delete the personal information we hold about you, you are welcome to contact us or send us a letter to: EQUI.LIBRE Luxembourg, 77, rue des Romains L-2443 Senningerberg.

General Terms & Conditions

Area of application

These General Terms and Conditions (hereinafter referred to as "GTC") apply to all services provided by Equi.Libre Luxembourg (hereinafter referred to as "we", "us" or "our"). By using our website, purchasing our services or concluding a contract with us, you accept these GTC in their current version.

Services

Equi.Libre Luxembourg offers holistic treatments for horses, including training and coaching for the rider and/or owner. These services are designed to improve the overall well-being of horses and the human-horse relationship. Please note that we do not promise cures or diagnoses.

Disclaimer of liability

Equi.Libre Luxembourg accepts no liability for any injury, damage or loss resulting from the use of our services. The responsibility for the well-being of the horses lies solely with the owner. We strongly recommend that you consult your veterinarian before using our services. Any treatment should be cleared with the vet in advance. Equi.Libre Luxembourg accepts no responsibility for the consequences resulting from the negligence of the owner.

Terms of payment/cancellation

Payment for our services is made by Digicash or bank transfer. You will be informed of the exact payment details when you book. Please note that payment must be made before the service is provided. Cancellations must be communicated to us in writing by e-mail. Cancellations up to 72 hours before the agreed date will be refunded in full. Cancellations less than 72 hours before the appointment will not be refunded.

Intellectual property

All content on our website, including text, images, graphics, logos and videos, is protected by copyright and may not be reproduced, published or used in any other way without our express consent.

Applicable law and jurisdiction

These GTC are subject to Luxembourg law. Any disputes in connection with our services or these GTC shall be subject to the jurisdiction of the courts at the registered office of Equi.Libre Luxembourg.

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Equi.Libre Luxembourg
L-2443 Senningerberg

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