

GDPR Statement for Pancake's Pet Care

Effective Date: 1st April 2025

1. Introduction

At Pancake's Pet Care ("we", "us", "our"), we take your privacy seriously. This statement outlines how we comply with the UK General Data Protection Regulation (UK GDPR) and the responsibilities we uphold as a data processor.

2. Data Controller and Data Processor

- **Data Controller:** The individual or organisation that determines the purposes and means of processing personal data. For our services, you (the client) are the data controller.
- **Data Processor:** We act as a data processor when handling personal data on your behalf, such as when you provide client information necessary for our pet sitting services.

3. Purpose of Data Processing

We process personal data to provide our pet sitting services, including but not limited to:

- Client registration and account management
- Communication regarding services
- Invoicing and payment processing
- Scheduling and managing appointments

4. Types of Personal Data Collected

We may collect and process the following types of personal data:

- Name
- Contact information (email address, phone number)
- Address
- Pet information (type, breed, medical needs, etc.)

5. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- Contractual necessity: To fulfil our contractual obligations to you as a client.
- Consent: Where applicable, we will seek your consent to process your data for specific purposes.

6. Data Security and Confidentiality

We implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk of processing personal data. This includes:

- Secure storage of data
- Limited access to personal data

7. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, and resolve disputes.

8. Your Rights

As a data controller, you have the following rights under the UK GDPR:

- The right to access your personal data
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object to processing

If you wish to exercise any of these rights, please contact us using the information provided below.

9. Contact Us

If you have any questions or concerns about this GDPR Statement or our data processing practices, please contact us at:

Pancake's Pet Care

hello@pancakespetcare.co.uk

WhatsApp, SMS, or phone call 07359142847