

## **Privacy Policy for Pancake's Pet Care**

Effective Date: 1<sup>st</sup> April 2025

### **1. Introduction**

Pancake's Pet Care ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal data when you visit our website <https://pancakespetcare.co.uk> or use our services.

### **2. Information We Collect**

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

Client Information: Name, contact details (including phone number and email address), address, and emergency contacts.

Pet Information: Details about your pets, including names, breeds, medical history, and specific care requirements.

Payment Information: Payment details (e.g., credit/debit card information) processed securely via third-party payment processors.

### **3. Purpose of Data Collection**

We collect and process your personal data for the following purposes:

To provide and manage pet sitting services.

To communicate with you regarding your bookings and any specific needs for your pets.

To ensure the safety and well-being of your pets, including contacting a veterinarian in case of emergency.

### **4. Legal Basis for Processing Your Data**

We rely on the following legal bases to process your personal data:

Contractual Necessity: Processing is necessary for the performance of a contract with you (e.g., to provide pet sitting services).

Legitimate Interests: We have a legitimate interest in ensuring the safety and well-being of your pets.

### **5. Sharing Your Data**

We will not share your personal data with third parties, except in the following circumstances:

Veterinary Care: In the event of an emergency, we may share necessary information with a veterinarian to ensure immediate care for your pet.

Legal Compliance: We may disclose your personal data if required by law or to respond to legal processes.

### **6. Data Retention**

We will retain your personal data only for as long as necessary to fulfil the purposes for which we collected it, including satisfying any legal, accounting, or reporting requirements.

### **7. Your Rights**

Under UK GDPR, you have the following rights regarding your personal data:

Right to Access: You have the right to request copies of your personal data.

Right to Rectification: You have the right to request that we correct any information you believe is inaccurate.

Right to Erasure: You have the right to request that we erase your personal data, under certain conditions.

Right to Restrict Processing: You have the right to request that we restrict the processing of your personal data, under certain conditions.

Right to Data Portability: You have the right to request that we transfer the data we have collected to another organisation, or directly to you, under certain conditions.

To exercise any of these rights, please contact us at [hello@pancakespetcare.co.uk](mailto:hello@pancakespetcare.co.uk)

### **8. Data Security**

We take the security of your personal data seriously and implement appropriate technical and organisational measures to protect it from unauthorised access, loss, or destruction.

### **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and we may notify you by other means, where appropriate.

### **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Pancake's Pet Care

[hello@pancakespetcare.co.uk](mailto:hello@pancakespetcare.co.uk)

WhatsApp, SMS, or phone call 07359142847