

Data Protection Policy

Zewmies Pet Care Services

Last updated: [Insert Date]

Zewmies Pet Care Services (“we”, “our”, or “us”) is committed to protecting the personal data of our clients, pets, and website users. This Data Protection Policy explains how we handle personal data in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Purpose

The purpose of this policy is to ensure that personal data is:

- Collected, stored, and processed lawfully, fairly, and transparently
 - Used only for legitimate purposes
 - Kept secure and accurate
 - Not retained longer than necessary
-

2. Scope

This policy applies to all personal data we collect from:

- Clients and pet owners
 - Pets under our care
 - Website visitors
 - Employees or contractors working with Zewmies Pet Care Services
-

3. Data We Collect

We may collect and process the following personal data:

Client & Contact Information

- Name, address, email, phone number
- Emergency contacts

Pet Information

- Name, breed, age, health and medical information

- Veterinary contact details
- Feeding and care instructions

Service & Booking Information

- Appointment dates and service details
- Payment information (where applicable)

Website & Online Activity

- IP address and device information
 - Analytics and cookies data
-

4. Legal Basis for Processing

We process personal data under the following lawful bases:

- **Contract:** To provide the pet care services you book
 - **Legitimate Interests:** To improve services and maintain records
 - **Legal Obligations:** Where required by law
 - **Consent:** For marketing communications or optional data collection
-

5. How We Use Your Data

We use personal data to:

- Deliver pet care services safely and effectively
 - Communicate with clients regarding bookings, service updates, and emergencies
 - Maintain records for health, safety, and legal compliance
 - Improve our services and website experience
 - Send marketing communications with prior consent
-

6. Data Sharing

We do **not sell or trade your personal data**. We may share data with:

- Veterinary professionals in case of pet emergencies
- Payment processors and banking services
- Website or booking platforms
- Legal authorities if required by law

All third parties must handle data securely and in accordance with applicable data protection laws.

7. Data Security

We implement appropriate technical and organisational measures to protect personal data from:

- Unauthorised access
- Accidental loss or destruction
- Improper use or disclosure

This includes password protection, secure storage, and staff training.

8. Data Retention

We only keep personal data for as long as necessary for:

- Providing services
- Legal or regulatory compliance
- Resolving disputes

Once data is no longer needed, it will be securely deleted or anonymised.

9. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict processing
- Object to processing
- Request data portability

To exercise your rights, contact us using the details below.

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**.

10. Changes to This Policy

We may update this policy to reflect changes in services, legislation, or best practices. The latest version will always be available on our website with an updated revision date.

11. Contact Information

For questions or concerns about this Data Protection Policy, please contact:

Zewmies Pet Care Services

Email: info@zewmies.co.uk

Phone: 07794128224

Address: 43 Whitehouse Ave, Loughborough, LE11 2PN
