

Your personal data is collected only when using our services or when you offer it to us freely. This can be obtained either in person, over the phone, via email, via our website, on-line booking system or via social media.

We will retain your details and any correspondence that you send.

If you use our service the information that we need to store is :

Name, Address, Telephone Number or Numbers, Email address, information relevant to your pet.

We do keep records of your pet's previous stay and personal preferences when they stay with us.

If you contact us via Email or Facebook we do keep your email address and details of the correspondence.

We do not redistribute, sell or rent your personal details to any third party.

We may have to provide or share information with legal bodies when requested. So for example, the Police force or a regulatory body.

If we suspect a transaction to be fraudulent we may have to share details with a third party in order to investigate.

We do not store any card payment information. All of our payment processing is done by a third party.

Under the new GDPR regulations you can contact us at any time and request to know what information we hold on you.

You can request that we remove any personal data we hold about you. We will of course oblige however it may not always be legally possible to remove all records. As we are legally obliged to keep financial records for a minimum of 6 years.