Wags’n’Whiskers

PRIVACY POLICY

Effective Date: 10th November 2026

Business Name: Wags’n’Whiskers Pet Grooming Salon

Contact Email: wagsnwhiskers@balesfarm.org

Contact Telephone: 07377765566

Introduction

This Privacy Policy explains how we collect, use, store, and protect personal information provided to us by clients, students, website users, and other individuals who interact with our business.

We are committed to protecting your privacy and handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information We Collect

We may collect and process the following information:

Client Information

- Name
- Address
- Telephone number
- Email address
- Emergency contact details
- Appointment history
- Payment information
- Communication records

Pet Information

- Pet name
- Breed
- Date of birth or age
- Medical information relevant to grooming

- Behavioural information
- Veterinary details
- Grooming history

Student Information

Where applicable, we may collect:

- Name
- Address
- Telephone number
- Email address
- Training records
- Assessment records
- Attendance records
- Emergency contact details

Website Information

If you use our website, we may collect:

- IP address
- Browser information
- Website usage information
- Cookies and analytics data

How We Use Your Information

We use personal information to:

- Provide grooming services.
- Manage appointments and bookings.
- Maintain grooming records.
- Contact clients regarding appointments.
- Respond to enquiries.
- Process payments.
- Maintain health and safety records.
- Manage student training and assessments.
- Comply with legal obligations.
- Improve our services.

Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract.
- Compliance with legal obligations.

- Legitimate business interests.
- Consent where required.

Sharing Information

We do not sell personal information.

Information may be shared only when necessary with:

- Veterinary practices in emergency situations.
- Insurance providers in the event of a claim.
- Professional advisers such as accountants or legal advisers.
- Regulatory authorities where required by law.

Photographs & Social Media

Photographs or videos of pets will only be used where consent has been provided through our Photo Consent Form.

Clients may withdraw consent at any time by contacting us.

Data Storage & Security

We take reasonable measures to protect personal information against unauthorised access, loss, misuse, alteration, or disclosure.

Information may be stored:

- Electronically
- In paper records
- In secure cloud-based systems

Access is restricted to authorised personnel only.

Data Retention

We retain personal information only for as long as necessary to:

- Provide services.
- Maintain business records.
- Comply with legal requirements.
- Resolve disputes.

Records will be securely deleted or destroyed when no longer required.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request deletion of your information where applicable.
- Restrict processing in certain circumstances.
- Object to processing in certain circumstances.
- Request transfer of your data where applicable.
- Withdraw consent where processing is based on consent.

Subject Access Requests

Requests relating to personal data should be submitted in writing to:

Email: wagsnwhiskers@balesfarm.org

Address: 5 Fore Street, Kingskerswell, TQ12 5HT

We will respond within the timeframe required by law.

Cookies

If our website uses cookies, visitors will be informed through a cookie notice.

Cookies may be used to:

- Improve website functionality.
- Monitor website performance.
- Analyse visitor behaviour.

Users may control cookie settings through their browser.

Complaints

If you have concerns about how your personal information is handled, please contact us first so we can attempt to resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available upon request and, where applicable, on our website.

Contact Us

If you have any questions regarding this Privacy Policy, please contact:

Business Name: Wags’n’Whiskers

Email: wagsnwhiskers@balesfarm.org

Telephone: 07377765566

Address: 5 Fore Street, Kingskerswell, TQ12 5HT

Last Reviewed: 13th October 2026