

Privacy Policy

1. Introduction

Welcome to **PetZen Pet Sitter London** ("we," "us," or "our"). Your privacy is important to us, and we are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data in accordance with applicable data protection laws in the United Kingdom.

2. Information We Collect

We may collect various types of personal information, including but not limited to:

- Your name, address, and contact details.
- Information about your pets, such as their names, ages, and medical history.
- Payment information for billing purposes.
- Communication records with us, including emails and messages.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide pet care services to you.
- To communicate with you regarding appointments, updates, and inquiries.
- To process payments for our services.
- To ensure the safety and well-being of the pets under our care.

4. Legal Basis for Processing

We process your personal data based on:

- Your consent, where required.
- The necessity of processing for the performance of a contract with you.
- Compliance with legal obligations.

5. Data Sharing

We may share your data with:

- Veterinarians or other pet care professionals in case of medical emergencies.
- Payment processors for payment processing.
- Regulatory authorities when required by applicable laws and regulations.

6. Data Retention

We retain your personal data only for as long as necessary for the purposes outlined in this Privacy Policy or as required by law.

7. Your Rights

You have certain rights concerning your personal data, including the right to:

- Access your data.
- Correct inaccuracies in your data.
- Delete your data (subject to legal obligations).
- Object to the processing of your data.
- Request the portability of your data.

8. Security Measures

We employ industry-standard security measures to protect your personal data, including encryption, access controls, and regular security assessments.

9. Cookies and Tracking

Our website may use cookies and similar tracking technologies. You can manage your cookie preferences through your browser settings.

10. Changes to the Privacy Policy

We may update this Privacy Policy to reflect changes in our data practices. We will notify you of significant changes through a prominent notice on our website or other appropriate means.

11. Contact Information

For any questions, concerns, or requests related to your personal data or this Privacy Policy, please contact us at contact@petzen.care.

12. Consent

By using our services, you agree to the terms of this Privacy Policy.