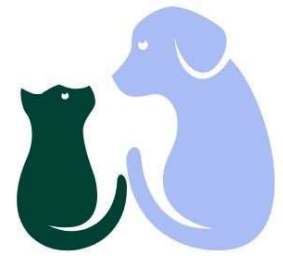


Privacy Policy



Lyons Pride Pet Sitting
Trusted care when you're not there

Lyons Pride Pet Sitting respects your privacy and is committed to protecting your Personal Data. This Privacy Policy explains how we collect, use and safeguard your information when you visit our website or use our pet sitting and dog walking services.

1. Information We Collect

- 1.1 This section outlines the Personal Data we collect to provide our pet sitting and dog walking services. By listing the data we gather, we aim to give a clear understanding of the details required to ensure we can meet your needs and care for your pets effectively.
- 1.2 We collect and process specific information from our Customers. This includes:
 - 1.2.1 Contact Details: Name, Address, Contact Number and Email Address.
 - 1.2.2 Emergency Contact Information: Name and Contact Number.
 - 1.2.3 Pet Information: Pet(s) Name, Breed, Age, Microchip Number, Health and Behaviour.
 - 1.2.4 Veterinary Information: Clinic Name, Veterinary Name, Address and Contact Number.
 - 1.2.5 Pet Insurance Information: Policy Holder Name, Contact Number and Policy Number.
 - 1.2.6 Booking Information: Details of your Bookings, such as dates, services requested, and special instructions.
 - 1.2.7 Payment Information: Payment details necessary to process transactions.
 - 1.2.8 Website Usage Information: Data collected through cookies and similar technologies, such as your IP address, browser type and pages visited.
- 1.3 We collect and process specific information from our Sitters or Walkers. This includes:
 - 1.3.1 Full name, address and contact details.
 - 1.3.2 A copy of your Disclosure and Barring Service (DBS) check to ensure suitability for roles involving trust and safety.
 - 1.3.3 Details of previous employers.
 - 1.3.4 Details of relevant certificates, i.e. Professional Qualifications.
 - 1.3.5 Bank Account Details for processing payments.
 - 1.3.6 Proof of any required Insurance policies related to service provision.
- 1.4 We collect this information to facilitate our contractual relationship, and ensure compliance with legal obligations, and maintain the quality and safety of our services. All personal data is handled in accordance with UK General Data Protection Regulations (UK GDPR).

2. How We Use Your Information

- 2.1 We use your personal information to:
 - 2.1.1 Provide and manage our pet sitting services.
 - 2.1.2 Communicate with you about our pet sitting service, your bookings, policies, and service updates.
 - 2.1.3 Improve our services and enhance your experience.
 - 2.1.4 Process payments and refunds.
 - 2.1.5 Comply with legal obligations.

3. How we Share Your Information

- 3.1 We do not sell or rent your Personal Data.
- 3.2 We may share your Personal Data with:

- 3.2.1 Our Sitters or Walkers: For the purpose of providing pet sitting services.
- 3.2.2 Veterinary Practices: For the purpose of providing medical care for your pet(s).
- 3.2.3 Service Providers: Third party companies assisting with payments, website hosting or communication tools.
- 3.2.4 Legal Authorities: If required by law, if we are involved in legal proceedings, or to protect our rights and property.

4. Data Security

- 4.1 We take the protection of your personal information seriously. All Personal Data is securely stored and used only for the purposes of managing and delivering our pet sitting services. We do not share your information with third parties unless required by Law. Our systems are password protected and Sitters/Walkers are trained to handle your information responsibly.

5. Your Rights to Subject Access

- 5.1 You have the following rights regarding your Personal Data:
 - 5.1.1 Access: Request a copy of the Personal Data we hold about you.
 - 5.1.2 Correction: Update or correct your Personal Data.
 - 5.1.3 Deletion: Request the deletion of your Personal Data where applicable.
 - 5.1.4 Objection: Object to specific uses of your Personal Data, such as marketing.
- 5.2 To exercise your rights, please contact us using the details in 9.1.

6. Retention of Data

- 6.1 We will retain your Personal Data for as long as necessary to provide our services and fulfil our legal obligations.
 - 6.1.1 Active Customers and Sitters or Walkers: Your Personal Data will be retained for the duration of our business relationship to ensure we can provide ongoing services.
 - 6.1.2 Former Customers and Sitters or Walkers: Personal Data will be retained for up to 6 years after our last interaction. This is to comply with legal, tax and accounting requirements or to resolve any disputes.
 - 6.1.3 Financial Records: Data necessary for tax and financial purposes will be retained for a minimum of 6 years, as required by HMRC.
- 6.2 After the relevant retention period, your Personal Data will be securely deleted or destroyed.

7. Cookies and Website Tracking

- 7.1 Our website uses cookies to enhance user experience. You can control your cookie preferences through your browser settings.
- 7.2 You can view a good source of information at [All About Cookies](#). This site explains what cookies are used and how to manage them properly. The following links explain how to access cookie settings in various browsers:
 - [Cookie settings in Firefox](#)
 - [Cookie settings in Internet Explorer](#)
 - [Cookie settings in Google Chrome](#)
 - [Cookie settings in Safari \(OS X\)](#)
 - [Cookie settings in Safari \(iOS\)](#)
 - [Cookie settings in Android](#)
- 7.3 To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.

8. Updates to this Privacy Policy

- 8.1 We may update this Privacy Policy from time to time to comply with changes in the Law or if our business practices change in any way that affects Personal Data. Changes will be posted on this page and uploaded on our website.

9. Contact Us

- 9.1 If you have any questions or concerns about this Privacy Policy or how we handle your Personal Data, please reach out to us by using the 'contact us form' on our website.