

Privacy Policy



Information We Collect

- Contact details (name, email, phone number).
- Pet details (name, breed, health notes).
- Payment information (processed securely via Stripe).
- Access details (keys, codes, instructions) for service purposes.

How We Use Information

- To provide pet care services.
- To process payments and manage subscriptions.
- To send service-related updates (visit confirmations, scheduling changes).
- To improve our services and client experience.

Sharing of Information

We do not sell or share client information with third parties. Payment data is processed securely by Stripe; Extra Pet Care does not store credit card details. Information may be shared only if required by law.

Security

Staff are trained in data protection and confidentiality. Keys and entry codes are stored securely and used only for scheduled visits.

Client Rights

- Clients may request a copy of their personal information at any time.
- Clients may request deletion of their information, except where retention is required by law.

Updates to Policy

We may update this Privacy Policy from time to time. Clients will be notified of significant changes.