

PRIVACY POLICY

Portishead Cat Sitter

Last updated: 27 April 2026

1. Introduction

Portishead Cat Sitter ('we', 'us', 'our') is a professional cat sitting service based in Portishead, North Somerset, serving clients across Portishead, Pill, Portbury, Easton-in-Gordano, and surrounding areas.

We are committed to protecting your personal data and respecting your privacy. This Privacy Policy explains what information we collect, how we use it, who we share it with, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please read this policy carefully. By using our services, you confirm that you have read and understood it.

2. Who We Are (Data Controller)

The data controller for personal information collected in connection with our services is:

Portishead Cat Sitter

Portishead, North Somerset

Operating directly with clients

If you have any questions about this policy or your personal data, please contact us directly.

3. What Personal Data We Collect

We may collect and process the following categories of personal data:

3.1 Client Information

- Your name, address, and contact details (phone number and email address)
- Emergency contact name and phone number
- Your home access details (e.g. key holding arrangements or alarm codes, held securely)
- Booking details, dates, and service preferences
- Payment information (processed securely; we do not store full card details)

3.2 Pet Information

- Your cat's name, age, breed, and description
- Veterinary information, including your vet's name and contact details
- Medical history, medications, dietary requirements, and behavioural notes

- Microchip number and insurance details

4. How We Use Your Personal Data

We use your personal data for the following purposes:

- To provide and manage cat sitting and related services
- To communicate with you about bookings, visits, and updates regarding your cat(s)
- To contact your vet or emergency contact if required during a visit
- To process payments for our services
- To meet our legal obligations
- To maintain records of the services we have provided
- To send you occasional service updates or information relevant to your booking (you may opt out at any time)

5. Our Legal Basis for Processing

We rely on the following legal bases under UK GDPR to process your personal data:

- Contract performance: processing is necessary to fulfil our service agreement with you
- Legitimate interests: to manage our business effectively, respond to enquiries, and maintain records
- Legal obligation: where we are required by law to retain or disclose information
- Vital interests: in emergencies involving the welfare of your pet, we may share information with a vet without your prior consent

6. How Long We Keep Your Data

We retain your personal data only for as long as necessary for the purposes outlined above:

- Client and booking records: up to 6 years after your last booking (for accounting and legal purposes)
- Pet care notes and vet details: retained while you are an active client, then deleted within 12 months of your last booking, unless otherwise requested
- Key / access information: securely destroyed immediately following the end of your booking

You may request deletion of your data at any time (subject to our legal obligations — see Section 9).

7. Who We Share Your Data With

We do not sell or rent your personal data. We may share it only in the following limited circumstances:

- With your nominated veterinary practice in the event of an emergency
- With your nominated emergency contact if we are unable to reach you

- With payment processors, solely to facilitate secure payment
- With law enforcement or regulatory authorities where legally required

All third parties with whom we share data are required to handle it securely and in accordance with applicable data protection law.

8. Data Security

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or disclosure. These include:

- Storing digital data securely with password protection
- Physical records (e.g. key labels) are stored securely and anonymised where possible
- Restricting access to your data to ourselves only
- Securely disposing of data when it is no longer needed

In the event of a data breach that is likely to affect your rights and freedoms, we will notify you and the Information Commissioner's Office (ICO) as required by law.

9. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- Right of access: to request a copy of the personal data we hold about you
- Right to rectification: to ask us to correct inaccurate or incomplete data
- Right to erasure: to request deletion of your data where there is no lawful reason to retain it
- Right to restrict processing: to ask us to limit how we use your data
- Right to data portability: to receive your data in a commonly used format
- Right to object: to object to processing based on our legitimate interests
- Right to withdraw consent: where processing is based on consent, you may withdraw it at any time

To exercise any of these rights, please contact us. We will respond within one month. You will not need to pay a fee, and we will not discriminate against you for exercising your rights.

10. Complaints

If you are unhappy with how we have handled your personal data, please contact us in the first instance so we can try to resolve your concern.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office

Website: www.ico.org.uk

Helpline: 0303 123 1113

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be communicated to you and the updated policy will be made available upon request. The 'last updated' date at the top of this document indicates when it was most recently revised.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please get in touch:

Portishead Cat Sitter

Portishead, North Somerset