



Courtney's Cat Sitting – Privacy Policy

Privacy Policy

This Privacy Policy explains how Courtney's Cat Sitting collects, stores, and uses your personal information.

If you have any questions regarding this policy or the information we hold about you, please contact us – courtneyscatsitting@outlook.com.

Information We Collect

We may collect personal information through:

- Completing a contact form on our website.
- Registering and maintaining your account within the Pet Sitter Plus customer portal.
- Completing pet and booking information forms.
- Communicating with us via email, telephone, text message, social media, or other messaging services.
- Reviews, feedback, testimonials, or enquiries submitted to us.
- Any correspondence relating to your bookings or pet care requirements.

How We Use Your Information

We use your information to:

- Manage and administer your bookings.
- Contact you regarding existing or future bookings.
- Provide care for your pets in accordance with the information supplied.
- Contact your nominated veterinary practice in the event of an emergency.
- Process payments and issue invoices or receipts.
- Comply with legal and regulatory obligations.
- Notify you of changes to our services, policies, or booking arrangements.
- Respond to enquiries and provide customer support.

Storage and Security

We take reasonable steps to ensure your personal information is stored securely and only accessed when necessary for the provision of our services.

Information held within the Pet Sitter Plus system is protected by secure login credentials and industry-standard security measures.



Sharing Your Information

Your information will never be sold to third parties.

Information may be shared only when necessary, including:

- With veterinary professionals in the event of a pet emergency.
- With authorised representatives of Courtney's Cat Sitting involved in providing your booked services i.e. All registered Sitters.
- Where required by law or regulatory authorities.

Your Rights

You have the right to:

- Request access to the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your personal information where legally permitted.
- Withdraw consent for us to process your information where applicable.

Keeping Information Up to Date

It is important that the information we hold about you and your pets remains accurate and current.

Please update your details through the Pet Sitter Plus portal or notify us as soon as possible if any of the following change:

- Contact information
- Emergency contact details
- Veterinary practice details
- Pet medical conditions
- Medication requirements
- Home access arrangements

Contact

If you have any questions regarding this Privacy Policy or wish to exercise any of your rights relating to your personal information, please contact us – courtneyscatsitting@outlook.com.

