



Claire's Pet Care Services Oxfordshire

Privacy Policy - (October 2025) Claire's Pet Care Services (Claire Jones)

Our contact details:

Name: Claire Jones

Address: 11 Bovewell, Souldern, Bicester, Oxfordshire, United Kingdom OX27 7JB

Phone Number: 07471-184-218

E-mail: cjpetcare2024@gmail.com

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details).
- Personal/Pet/Small Pets information.
- Pet testimonial content and pet photographs, for which our clients must give consent for Claire's Pet Care Services to publish this content.

How we obtain personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To undertake and assess your pets' requirements, so we can deliver a high-quality service and invoice accordingly.
- Internal record keeping.
- To improve our service to our clients and clients' pets.

We can receive personal information indirectly, from the following sources in the following scenarios:

- Through the 'Contact details' outlined on our website.
- Our Chatbot.
- Through Email.
- On the Telephone.
- Facebook Messenger.
- WhatsApp / SMS.



- Referrals from friends, family, business acquaintances or clients of Claire's Pet Care Services.

What do we use the information that you have provided us with:

- To assess your pets' needs/requirements and deliver a high-quality service for you.
- Determine the most appropriate service for your pets.
- Publish Pet Testimonials, using content and pet photographs from clients.
- Internal record keeping.
- To improve our service to our clients and clients' pets.

We may share this information with:

- Any relevant Pet Care business professionals for the welfare of pets.
- Other family members, friends, business acquaintances or clients of Claire's Pet Care Services, with your written consent.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us via the 'Contact details' outlined on our website.

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information:

Your information is securely stored in the UK.

We will keep your personal information for 5 years from the last contact. We will then dispose of your information securely.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.



Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you provided us to another organisation, or to you, in certain circumstances.

You are **not** required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the 'Contact details' outlined on our website, should you wish to make a request.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint via our 'Contact details' outlined on our website.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: **0303 123 1113**

ICO website: **<https://www.ico.org.uk>**