



Cookies & Privacy Policy

Effective Date: 16/04/2025

At Harriet's Helping Hands Happy Hounds, we are committed to protecting and respecting your privacy. This Cookies & Privacy Policy explains how we collect, use, and protect your personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and **Data Protection Act 2018**.

1. Who We Are

We are Harriet's Helping Hands Happy Hounds, a UK-based provider of dog walking, pet care, and errand-running services.

Data Controller:

Harriet's Helping Hands Happy Hounds

Email: info@helpinghands-happyhounds.co.uk

Phone: 07427 416793

Website: www.helpinghands-happyhounds.co.uk

2. What Personal Data We Collect

We may collect and process the following data:

- **Identity Data** – Your name.
 - **Contact Data** – Email address, phone number, address.
 - **Pet & Service Details** – Information you give us when booking services.
 - **Technical Data** – IP address, browser type, time zone, and device information.
 - **Usage Data** – How you interact with our website.
 - **Marketing & Communications Data** – Preferences for receiving updates or offers.
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3. How We Collect Your Data

We collect data when you:

- Contact us via forms, phone, or email
- Book or inquire about services



- Browse our website (via cookies and analytics tools)
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4. Legal Basis for Processing

We process your data under the following lawful bases:

- **Consent** – For marketing and cookies (where required).
 - **Contract** – To provide the services you request.
 - **Legal Obligation** – To comply with laws or regulations.
 - **Legitimate Interests** – To run and improve our business.
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5. How We Use Your Data

Your personal data is used to:

- Communicate with you and manage your bookings.
 - Deliver our services to you and your pets.
 - Improve our website and services.
 - Send updates or marketing (only with your consent).
 - Ensure website security and detect/prevent fraud.
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6. Cookies Policy

We use cookies on our website in line with **PECR** and **UK GDPR**.

Types of Cookies We Use:

- **Strictly Necessary Cookies** – Enable core site functionality.
- **Performance Cookies** – Help us understand how visitors use the site (e.g., Google Analytics).
- **Functionality Cookies** – Remember your preferences.

Cookie Consent:



We use a cookie banner/pop-up to gain your explicit consent before placing non-essential cookies. You may withdraw consent or change your preferences at any time via your browser settings.

7. Sharing Your Data

We do not sell your data. We may share data with:

- Service providers (e.g., web hosting, analytics tools)
- Regulators or legal authorities (where required by law)

All third parties are required to respect the security of your data and comply with data protection law.

8. Data Retention

We retain personal data only as long as necessary:

- To fulfill the purposes we collected it for
- To meet legal, accounting, or reporting requirements

After this period, data is securely deleted or anonymised.

9. Your Rights Under UK GDPR

You have the right to:

- Access your data
- Request correction of inaccurate data
- Request erasure of your data (“right to be forgotten”)
- Object to or restrict processing
- Data portability
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Commissioner’s Office (ICO)

To exercise your rights, please contact:

Email: info@helpinghands-happyhounds.co.uk



More info: www.ico.org.uk

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices. Please review their policies if you visit them.

11. Changes to This Policy

We may update this policy from time to time. Please check this page periodically for updates. Changes will take effect once posted on our website.

12. Contact Us

For any questions regarding this policy or your data:

Harriet's Helping Hands Happy Hounds

Email: info@helpinghands-happyhounds.co.uk

Phone: 07427 416793

Website: www.helpinghands-happyhounds.co.uk