



PRIVACY POLICY — DOGGO'S OFF LEASH

Your privacy is important to us. This policy outlines how Doggo's Off Leash collects, uses, stores, and protects your personal information in accordance with the Privacy Act 2020 (New Zealand).

1. General

1.1 Doggo's Off Leash complies with the Privacy Act 2020 when handling personal information.

1.2 This policy does not limit your rights under the Act. For more information, visit:

www.privacy.org.nz

2. Changes to This Policy

2.1 We may update this policy at any time by publishing a revised version on our website.

2.2 The updated policy will take effect from the date of publication.

3. Information We Collect

We may collect the following personal information:

- Name
- Contact details (phone, email, address)
- Location information relevant to service delivery
- Information provided through forms, bookings, or communication
- Information about your dog (health, behaviour, needs)
- Billing or payment information

We only collect information necessary to provide our services effectively and safely.

4. How We Collect Information

We collect personal information directly from you when you:

- Contact us (phone, email, website)
- Complete forms or registrations
- Book or use our services
- Interact with us via social media

We may also collect information from third parties where authorised by you or where the information is publicly available.

5. How We Use Your Information

We use your information to:

- Provide and manage our services
- Assess suitability and ensure safe handling of your dog
- Communicate with you, including bookings and updates
- Maintain records for safety, compliance, and operational purposes
- Improve our services
- Process payments



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6. Cookies & Website Use

6.1 Our website may use cookies to improve user experience and analyse website traffic.

6.2 Cookies do not give us access to your device or personal information beyond what you choose to share.

6.3 You can disable cookies through your browser settings, however some website features may be limited.

7. Disclosure of Information

We may disclose your personal information only where necessary, including:

- To comply with legal obligations
- To authorised service providers supporting our business (e.g. IT systems, payment providers)
- Where required for safety, emergency, or animal welfare purposes
- Where you have given consent

We do not sell or share your personal information for unrelated marketing purposes.

8. Storage & Protection

8.1 We take reasonable steps to protect your personal information from loss, misuse, or unauthorised access.

8.2 Information is stored securely and only accessed where necessary for business operations.

9. Access & Correction

9.1 You have the right to request access to your personal information.

9.2 You may request correction of any information that is inaccurate.

10. Internet Use

10.1 While we take reasonable steps to maintain secure systems, providing information online is at your own risk.

10.2 If you follow links to external websites, those sites operate under their own privacy policies.

11. Contact

If you have any questions about this policy or your information, you can contact us at:

dol@doggooffleash.co.nz

12. Dog Information & Safety

Information provided about your dog (including behaviour, health, and history) is used to support safe handling, appropriate group placement, and risk management.

Accurate and up-to-date information is essential for ensuring the safety of your dog, other dogs, and the public.