

GOLDEN PAWS DOG DAYCARE AND GROOMING

PRIVACY POLICY

At Golden Paws, we are committed to protecting your privacy and handling your personal information with care and respect.

This Privacy Policy outlines how we collect, use, store, and protect your personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988.

1. What Information We Collect

We may collect the following types of personal information when you interact with us online, over the phone, or in person:

- Your full name
 - Contact details (such as phone number, email address, and physical address)
 - Information about your pet(s) (e.g. name, breed, grooming needs)
 - Payment details (for billing purposes only – securely processed)
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2. How We Collect Your Information

We collect personal information directly from you when you:

- Make a booking or enquiry via our website, phone, or in-person
 - Subscribe to our mailing list or promotions
 - Fill out forms related to your pet's care or services
 - Provide feedback or reviews
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3. How We Use Your Information

We use your personal information to:

- Book and manage your grooming appointments
- Communicate with you about your pet or your booking
- Send updates, appointment reminders, or promotions (only if you opt-in)
- Improve our services and customer experience

We do **not** sell, rent, or trade your personal information to third parties.

4. How We Store and Protect Your Information

Your information is stored securely in our booking system and business records. We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, or disclosure.

Only authorised staff and service providers (like our booking platform) have access to your information, and only for the purposes outlined above.

5. Third-Party Services

Some of the tools or services we use (e.g. website hosting, email platforms, online booking software) may store data in secure servers overseas. We only work with reputable providers who comply with privacy and data protection standards.

6. Accessing or Updating Your Information

You have the right to access and update the personal information we hold about you. If you believe any details are incorrect or outdated, please contact us, and we'll be happy to assist.

7. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or relevant laws. The latest version will always be available on our website.