



Ultimutt Doggy Daycare – Privacy Policy

Effective Date: 01/09/2025

At Ultimutt Doggy Daycare, we are committed to protecting the privacy and security of our clients and their furry companions. This policy outlines how we collect, use, store, and protect your personal information, in compliance with the Australian Privacy Act 1988 (Cth).

1. What Information We Collect

We may collect the following types of information from you:

- **Personal Information:**
 - Your full name, contact number, email address, and residential suburb
 - Emergency contact details
 - Payment details (processed via Square or other secure platforms)
 - **Dog Information:**
 - Dog's name, breed, age, vaccination records, medical history, behaviour traits
 - Photos/videos of your dog while in our care
 - **Other Information:**
 - Correspondence, service preferences, or feedback shared with us
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2. How We Collect Your Information

We collect personal and pet information when you:

- Fill out registration or booking forms (online or in person)
 - Submit vaccination records or behavioural notes
 - Communicate with us via email, SMS, social media, or phone
 - Sign waivers or agreements
 - Use our website or social media pages
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3. Why We Collect Your Information

We collect this information to:

- Provide safe and tailored daycare services for your dog
- Match your dog with suitable playgroups (“ice cream flavours”)
- Ensure all dogs are healthy, vaccinated, and appropriately placed
- Contact you in case of emergencies or service updates
- Improve our services and client experience



- Comply with legal and insurance requirements
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4. How We Store & Protect Your Information

We take reasonable precautions to keep your information secure. This includes:

- Password-protected systems and software
- Secure payment processing (via Square)
- Limiting access to staff on a need-to-know basis
- Storing paper forms (if used) in a locked, secure location

We will retain your data only for as long as necessary for business or legal purposes, after which it will be securely deleted or destroyed.

5. Sharing Your Information

We will **never sell your information**.

We may share limited data only when:

- Required by law or for insurance claims
 - Emergency situations involving your dog's welfare (e.g. with vets or emergency services)
 - Payment processing (via secure third-party platforms like Square)
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6. Photos & Social Media

We love showcasing our Ultimutt family! We may take photos/videos of your dog while they're with us. These may be used for:

- Social media posts (Instagram, Facebook, TikTok)
- Website galleries or promotional material

You can opt out anytime by emailing us or letting us know in person.

7. Accessing or Updating Your Information


You have the right to:

- Request a copy of your stored information
- Ask us to correct or update your personal details
- Withdraw consent at any time



To do so, contact us at:

 bec.g@ultimutt.net.au

 0478 039 979


8. Policy Updates


We may update this policy from time to time to reflect changes in legislation or our services. The most current version will always be available on our website or by request.

9. Contact Us

If you have questions about your privacy, please reach out:

Bec – Owner, Ultimutt Doggy Daycare

 bec.g@ultimutt.net.au

 Warrnambool, Victoria, 3280