

PRIVACY POLICY & DATA PROTECTION





PRIVACY & DATA PROTECTION

SUB TITLE HERE

At Sinala Cockapoos, we respect your privacy and are committed to protecting your personal data. This policy outlines how we collect, use, store, and safeguard any information provided to us during the puppy enquiry, reservation, or purchase process.

What Information We Collect

We may collect the following personal information:

- Full name
- Address and postcode
- Email address
- Phone number
- Details about your household, lifestyle, and dog ownership experience (via Puppy Application Form)
- Identification documents (e.g. driver's licence) if required for pickup or delivery verification
- Payment details (where relevant)

How We Use Your Information

Your information is used solely for purposes related to your interest in or purchase of a puppy from us, including:

- Processing applications and assessing suitability
- Managing waiting lists and reservations
- Scheduling visits, pick-ups, or deliveries
- Sending puppy updates, paperwork, contracts, and care information
- Complying with legal requirements (e.g. microchip registration)

Data Storage & Security

- Your personal information is stored securely in encrypted digital files or locked physical documents (if applicable).
- We do not share, sell, or lease your personal data with any third parties for marketing purposes.
- Access to your information is limited strictly to those responsible for managing the sale and care of the puppies.
- If using email or messaging platforms, we ensure they are secure and password-protected.

Consent to Communication

- By submitting your personal information (via application form, enquiry, or reservation), you give consent for Sinala Cockapoos to contact you by email, phone, or text regarding:
 - Puppy availability and updates,
 - Appointment scheduling,
 - Important information related to your reservation or purchase.

- You may opt out of future communications at any time by notifying us in writing. However, opting out before the completion of the adoption process may impact your eligibility for a puppy.

Sharing of Information

Your data may be shared only when necessary and with your consent, for example:

- With microchip registration companies (e.g. Petlog, SmartTrace)
- With your chosen veterinarian (if required for continuity of care)
- With delivery services (for transport logistics only)

Data Retention

- We retain personal data only for as long as necessary to fulfil our business obligations and legal requirements.
- Typically, application and contract information is held for up to 7 years for tax and traceability purposes.
- You may request that we delete your data at any time after the purchase process is complete.

Your Rights

As a customer, you have the right to:

- Request access to the personal data we hold about you
- Request corrections to any inaccurate information
- Withdraw consent to the use of your data at any time
- Request permanent deletion of your data (unless required by law to retain it)

Website & Cookie Use (if applicable)

If you interact with us via our website:

- We may use basic cookies to improve your experience or track anonymous website analytics (e.g. page views).
- You can disable cookies via your browser settings.

Contact

For any questions or concerns regarding how your data is used or stored, or to request access or deletion, please contact:

Sinala Cockapoos

Email: sinalapuppies@gmail.com