Morwood Pet & Equine Care Privacy Notice

Privacy Notice

Last updated: October 2026

Morwood Pet & Equine Care ("we", "us", or "our") is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, disclose, and safeguard your personal data when you use our services, visit our premises, or interact with our website.

For the purposes of the UK General Data Protection Regulation (UK GDPR), we are the Data Controller.

1. The Data We Collect About You

We may collect, use, store, and transfer different kinds of personal data about you, including:

- **Identity Data:** First name, last name, and title.
- **Contact Data:** Billing address, home address, email address, and telephone numbers.
- **Pet & Equine Data:** Names, breeds, medical history, vaccination records, dietary requirements, behavioural traits, and veterinary details of your animals.
- **Transaction Data:** Details about payments from you and other details of services you have purchased from us.
- **Technical Data:** IP address, browser type, and location data if you access our website.

2. How We Collect Your Data

We use different methods to collect data from and about you, including:

- **Direct Interactions:** You give us your Identity, Contact, and Pet/Equine Data by filling in forms, booking services, or communicating with us by post, phone, email, or social media.
- **Third Parties:** We may receive information from your designated veterinary surgeon (e.g., medical history or emergency treatment authorisation).

3. How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of a Contract:** To deliver the pet sitting, dog walking, equine care, or grooming services you have booked.
- **Legitimate Interests:** To properly manage our business, ensure the safety and welfare of the animals in our care, and maintain accurate business records.
- **Legal Obligation:** To comply with tax, accounting, or animal welfare laws.

4. Disclosures of Your Personal Data

We may share your personal data with selected third parties,

including:

- **Veterinary Professionals:** In the event of a medical emergency involving your pet or horse.
- **Service Providers:** IT, website hosting, and administrative software providers that support our business operations.
- **Professional Advisers:** Bankers, lawyers, auditors, and insurers.
- **Law Enforcement:** Government or regulatory authorities if required by law.

We do not sell your personal data to third parties.

5. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed in an unauthorised way. We limit access to your personal data to those employees and contractors who have a business need to know.

6. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements (typically 6 years following the end of our contract for tax and insurance purposes).

7. Your Legal Rights

Under the UK GDPR, you have the following rights:

- **Request access** to your personal data.
- **Request correction** of the personal data we hold about you.
- **Request erasure** of your personal data (where applicable).
- **Object to processing** or request restriction of processing of your personal data.
- **Request transfer** of your personal data.
- **Right to withdraw consent** at any time.

If you wish to exercise any of these rights, please contact us using the details below. You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues. You can contact the ICO by clicking here - https://ico.org.uk/global/contact-us/contact-us-public/

8. Our Contact Details

If you have any questions about this privacy notice or our data protection practices, please contact us at:

- **Full name of legal entity:** Morwood Pet & Equine Care
- **Email address:** admin@morwoodpetcare.com
- **Telephone:** 07880302963