



## **Privacy Policy**

Effective Date: 8th May 2025

At Nelly and Hen (“we”, “our”, “us”), we are committed to protecting your privacy. This policy explains how we collect, use, and safeguard your personal information when you visit our website or use our services.

1.

### **Who We Are**

Nelly and Hen is a professional dog walking service based in Norfolk, UK. We are the data controller for the purposes of the UK General Data Protection Regulation (UK GDPR).

2.

### **Information We Collect**

We may collect and process the following information:

Personal Information: Name, address, phone number, email address

Pet Information: Dog’s name, breed, medical needs, behaviour notes

Website Usage Data: IP address, browser type, pages viewed (via cookies or analytics)

3.

### **How We Use Your Information**

We use your information to:

provide our dog walking services

Communicate with you about bookings, updates, and safety

Respond to enquiries or customer support requests

Comply with legal and regulatory obligations

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

4.

Legal Basis for Processing

We process your personal data under one or more of the following lawful bases:

Your consent

The performance of a contract with you

To comply with a legal obligation

Our legitimate interests, such as improving our service and ensuring safety

5.

How We Store and Protect Your Data

Your data is stored securely and only accessible to authorised staff. We use industry-standard security practices to protect against loss, misuse, or unauthorised access.

We will retain your data only as long as necessary to provide our services and meet legal obligations.

6.

Your Rights

Under UK GDPR, you have the right to:

Access the personal data we hold about you

Correct inaccurate or incomplete data

Request deletion of your data (“right to be forgotten”)

Object to or restrict processing

Data portability (in certain circumstances)

To exercise your rights, contact us at [bookings@nellyandhen.co.uk](mailto:bookings@nellyandhen.co.uk)

7.

#### Cookies

Our website may use cookies to enhance user experience and track usage for analytics. You can control cookie preferences through your browser settings. For more details, see our [Cookie Policy].

8.

#### Third-Party Services

We may use trusted third-party services (e.g., payment processors, website analytics) who process data on our behalf. These providers are compliant with UK data protection laws.

9.

#### Contact Us

If you have any questions about this policy or your data, please contact:

Nelly and Hen

Dentons Farm Cottage, Common Road, West Bilney, PE32 1JC

Email: [bookings@nellyandhen.co.uk](mailto:bookings@nellyandhen.co.uk)

Phone: 07824447017

If you're not satisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).