



Privacy Policy

Policy statement

The purpose of this policy is to ensure that any private information that you provide is kept secure. Walk-Ci's will not share your information unless for legal or veterinary reasons.

When you contact us or complete a form, the following information may be collected:

Personal information:

- Name
- Email address
- Phone number
- Home address

Pet information:

- Pet's name, age, breed/species, behaviour history
- Veterinary details and medical history
- Behavioural and training information
- Emergency contact details

This information is collected to keep up-to-date records of your pet in case of an emergency or if you (the owner) need to be contacted for any reason.

How We Use Your Information

We use your information to

- Communicate with you about your pet's care, bookings, appointments, and support
- Create tailored care and behavioural plans for your pet
- Maintain accurate records for the business
- Meet legal and professional obligations (e.g. for insurance purposes)
- We may use some of your data for case studies to complete an assessment to become a full member of the Association of Pet Behaviour Counsellors. Your consent will be obtained before this assessment is started.

We **do not sell or share your information** for marketing purposes.

Who Has Access to Your Information

Your information is accessed only by the business owner and authorised professionals involved in your pet's care (such as your veterinarian, where relevant and with your consent).

How We Store and Protect Your Information

We take reasonable steps to protect your data, including:

- Secure digital storage
- Password-protected systems
- Restricted access to client records

Information is kept only for as long as necessary for business and legal purposes.

Your Rights

You have the right to:

- Request access to your personal data
- Ask for corrections to inaccurate information
- Request deletion of your information (where legally permitted)
- Withdraw consent at any time

To exercise these rights, or if you have any questions, please don't hesitate to contact us

By making a booking with Walk-Ci's, clients confirm that they understand and agree to these terms.

Policy Review

This policy will be reviewed regularly by Walk-Ci's to ensure that it remains appropriate, fair and relevant to the services provided.

The policy may also be reviewed and updated when there are significant changes to services, business practices, legal requirements or circumstances that may affect its content.

Any significant changes to the policy will be communicated to clients where appropriate.

Date: 21/08/2026

Review Date: 21/08/2027

Signature:

A handwritten signature in dark ink, appearing to read 'Rosalin Day', enclosed within a rectangular border.

Rosalin Day, MSc, BSc

Walk-Ci's CEO