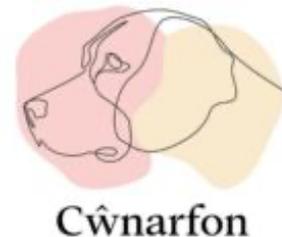


Booking Terms & Conditions

Cwnarfon Dog Grooming – Caernarfon, Gwynedd
Last updated: March 2026



Cwnarfon Dog Grooming (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy explains what information we collect, how we use it, and your rights.

What Information We Collect

We only collect personal information where necessary to provide our services. This may include:

- Your name
- Your phone number
- Your dog’s name and grooming requirements
- Any relevant health or behavioural information about your dog
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We do not collect or store email addresses, as we do not offer contact via email.

How We Collect Your Data

We collect your data in the following ways:

- When you contact us by phone
- When you provide information during an appointment
- When you book through our third-party booking provider, Tuft
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Third-Party Bookings (Tuft)

We use Tuft as our online booking system. When you make a booking through Tuft, your personal data is processed by them in accordance with their own privacy policy. We recommend reviewing Tuft’s privacy policy on their website for full details on how they handle your data.

We only access the information necessary to manage your appointment.

How We Use Your Information

We use your information to:

- Schedule and manage appointments
- Provide grooming services tailored to your dog
- Communicate with you regarding your booking (via phone only)
- Ensure the health, safety, and wellbeing of your dog

We do not use your data for email marketing or unsolicited communications.

How We Store and Protect Your Data

We take appropriate measures to keep your data secure, including limiting access to authorised individuals, using secure systems for booking and record-keeping, and keeping information only for as long as necessary.

How Long We Keep Your Data

We retain your information only as long as needed to provide ongoing grooming services, maintain accurate service records, and meet legal or insurance requirements.

Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data where appropriate
- Object to or restrict how your data is used
- Lodge a complaint with the Information Commissioner's Office

Contact Us

If you have any questions about this Privacy Policy or your data, please contact us by phone:

Cwnarfon Dog Grooming
67-69 Pool Street, Caernarfon, Gwynedd
07404 978239

Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.