



Creatures Great & Small Ltd

Privacy Promise

At Creatures Great & Small Ltd we take your privacy and personal data very seriously. We take steps to ensure that any data held about you and your pets is kept safely and securely and that you can opt out of receiving marketing communications at any time. We will never share your data with other companies for marketing purposes and will only ever use your data and personal details to improve our service and contact you with products or services that may be of interest to you.

We use personal data that you provide us to enhance your customer experience and to provide services and support before, during and after your appointment in the following ways;

Providing customer care support regarding your booking or enquiry

Monitoring and improving the quality of our service

Operating our loyalty programme

At Creatures Great & Small Ltd we endeavour to bring you products and services that are relevant and timely. We also use your data to benefit you in the following ways:

We will strive to make the service you receive as personal and tailored as possible

We will contact you by your preferred method

You can request to see what data is held about you at any time or request that we delete all data held about you at any time by contacting us as at: info@thepetshop.co.uk

You Can Update Your Preferences at Any Time

It's simple to update your preferences or opt out of marketing at any time. Creatures Great & Small Ltd include a clear opt out statement for you to follow on all email communications. You can opt out of receiving emails by replying to the email with the heading "UNSUBSCRIBE" to any emails or by clicking on the following link: <mailto:info@thepetshop.co.uk?subject=UNSUBSCRIBE>

This legal notice explains the legal basis that we process the personal information that we hold about you and/or your pet(s).

We process your data for legitimate interests in a way that you would reasonably expect, having a minimal impact on your privacy. We only process your data when we have a genuine and legitimate reason and we are not harming any of your rights and interests and we retain your data for 5 years from the time of your booking.

Some examples include;

When you make a Grooming Booking: Payment may be required to be taken and your personal contact information would have to be processed.

Direct Marketing: We may send you special offers at certain times of the year.

Stock Orders: We may inform you of the receipt of your order in stock

You have the right to ask us not to process your personal data for marketing purposes at any time. You can change your mind about receiving marketing communications from us when you have previously consented to this by contacting us. You also have the right to access and view any information or data that we hold about you and request for it to be edited or deleted. Please contact us at info@thepetshop.co.uk for any data requests and we will respond within 30 days.