



PRIVACY POLICY and LEGAL NOTICE

1. Company Name

Su Clark Clinical Canine Massage (trading as Su Clark Canine Massage).

2. Data Collected

The following types of information may be collected:

- Personal Information
 - Contact details: Name, address, email address, and phone number.
 - Dog details: Your dog's name, breed, age, medical history, and any other relevant information to provide our services.
- Non-Personal Information
 - Browser type and version.
 - Pages viewed and time spent on the website suclark.com.
 - IP address and other technical information.

Your data is collected when you voluntarily provide it through the website's contact form or by sending Su Clark Clinical Canine Massage an email directly.

3. How Your Information Might Be Used

The legal basis for processing your data is your consent, which is given when you voluntarily provide your email address or other contact details.

Your data may be used to:

- Provide and improve the canine massage services provided.
- Communicate with you about appointments, treatments, and follow-up care.
- Process payments and manage accounts.
- Respond to enquiries and provide customer support.
- Comply with legal obligations.

4. Sharing of Information

Your personal information will not be sold, rented, traded or transferred outside the [UK/EU].

It may be shared in the following circumstances:

- With veterinary professionals, with your consent, if collaboration is necessary for your dog's care.
- To comply with legal obligations or protect the rights of Su Clark Clinical Canine Massage.
- With trusted third-party service providers (e.g., payment processors) who assist in operating this business, provided they adhere to strict confidentiality standards.



5. Data Storage and Security

Appropriate technical and organisational measures have been implemented to safeguard your personal information, including:

- Secure storage of physical and electronic records.
- Regular monitoring for system vulnerabilities.
- Limiting access to personal data to authorised personnel only.

6. Your Rights under the GDPR

You have the following rights concerning your personal data:

- Access: the right to request a copy of the personal information held about you.
- Correction: the right to request corrections to inaccurate or incomplete data.
- Deletion: the right to request the deletion of your personal data, subject to legal or contractual obligations.
- Restriction: the right to request restriction of processing your personal data.

To exercise these rights please contact Su Clark Clinical Canine Massage.

7. Cookies

The website may use cookies to improve user experience and analyse traffic. You can manage your cookie preferences through your browser settings.

8. Retention of Data

Personal data is retained only for as long as necessary to fulfil the purposes outlined in this policy or to comply with legal requirements.

9. Third-Party Links

The website may include links to third-party websites. Su Clark Clinical Canine Massage is not responsible for the privacy practices of these external sites and encourages you to review their respective policies.

10. Updates to This Privacy Policy

This policy may be updated from time to time to reflect changes in legal requirements or changes in Su Clark Clinical Canine Massage's practices. Any updates will be posted on the website, and any significant changes will be communicated directly.

If you have any questions or concerns about this Privacy Policy or how your personal data is handled please contact Su Clark Clinical Canine Massage.

By using the services or visiting the website of Su Clark Clinical Canine Massage you agree to the terms of this Privacy Policy.