



Courtyard Canines

Privacy Policy

1. Introduction

Courtyard Canines is committed to protecting your privacy and handling your personal information responsibly. This policy explains what data is collected, how it is used, and your rights under the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018 [as amended]. Courtyard Canines (the Data Controller, a sole trader based in England) is registered with the Information Commissioners Office (ICO), where required.

2. Data That is Collected

Courtyard Canines collects only the minimum information required to provide its services. This includes your name, contact details, and information about your dog(s). Depending on the services provided, this may include details of your dog's breed, age, medical conditions, medications, allergies, mobility issues, veterinary practice, behavioural history, training goals, photographs, videos, and any other information you choose to provide.

Photographs and videos will only be taken or retained where you have given permission, and will only be used for the purposes you have agreed.

2a. Special Category Data

In some cases, providing services may involve special category data (for example, details relating to a person's medical history and mobility limitations). Where this is relevant, the lawful basis for the service is "contract", and the additional GDPR Article 9 conditions relied on are:

- Explicit consent – where you choose to provide special category data

necessary to support your dog's training or your participation in a session.

All such data is treated as confidential, access is restricted, and it is deleted when no longer needed.

3. How Your Data is Used

Personal Data is used solely to:

- Respond to enquiries and provide services;
- Maintain basic records for administration and legal compliance; and
- Improve the services offered.

4. Legal Basis for Processing

The legal basis for the data processing is below:

- Responding to enquiries – Legitimate interests
- Providing advice/services – Contract
- Record-keeping and compliance – Legal obligations
- Improving services – Legitimate interests

5. Sharing Your Data

Courtyard Canines does not sell or share data with third parties for marketing purposes. Trusted service providers are used to operate the website and deliver services, including:

- Microsoft (Microsoft 365 services) – provides email, onboarding forms, and store client documents (e.g. OneDrive).
- Cloudflare – hosts and protects this website and email traffic.
- Monzo Bank – processes payments for services.
- PayPal (PayPal (UK) Ltd) – securely processes online payments.

Courtyard Canines does not collect or store any card or payment-methods details. All payment information is handled securely and directly by PayPal. They process data on Courtyard Canines' instructions, and only for the purposes stated in this policy. Courtyard Canines may also share data if the law requires it. This site (courtyardcanines.co.uk) uses essential cookies set by Cloudflare to ensure security and performance. These cookies are strictly necessary and cannot be turned off.

6. Data Storage & Security

Courtyard Canines takes reasonable steps to protect your data from loss, misuse, or unauthorised access. Your information is stored securely and only kept for as long as necessary to fulfil the purpose it was collected for. Onboarding records are kept for 6 months and client files are kept for 6 years (to meet legal / insurance purposes), after which time they are deleted. Any sensitive information (such as special category data) is treated as confidential, access is limited, and they're deleted when no longer needed for your matter. Some of our service providers may transfer personal data outside the UK. Where this happens, they use legal safeguards approved under UK GDPR (such as Standard Contractual Clauses with the UK Addendum).

7. Your Rights

Under UK GDPR you have the right to:

- Request a copy of the data Courtyard Canines holds about you.
- Ask for incorrect data to be corrected.
- Request that your data is deleted where legally possible.
- Restrict how your data is used in certain circumstances.
- Ask for your data in a portable format to move it to another provider.
- Object to processing based on legitimate interests.
- Withdraw your consent where processing is based on it (for example, if you have chosen to provide special category data).

To exercise your rights, contact Courtyard Canines using the details below. Complaints can also be made to the ICO directly.

8. Contact

If you have any questions about this policy or how your data is handled, you can contact Courtyard Canines using the details below:

e: sam@courtyardcanines.co.uk

t: [07546 680 843](https://www.whatsapp.com/business/profile/07546680843)(WhatsApp)

a: 25 The Courtyard, SS1 2NJ



