Privacy notice

Website enquiries and pet-care bookings

Last updated: 15 November 2026

This notice explains how Golden Paws Dundee collects, uses, stores and shares personal information in connection with website enquiries, meet-and-greets, pet-care bookings and its Golden Paws Bookings system.

Who is responsible for your information

Golden Paws Dundee is a trading name of **GOLDEN PAWS PET SERVICES LTD**, the data controller responsible for your personal information. In this notice, 'we', 'us' and 'our' refer to the company.

Registered in Scotland, company number SC904862. Registered office: 2 Cumnock Place, Dundee, Scotland, DD4 8BF.

For privacy enquiries or to exercise your rights, contact us at gabriella@goldenpawsdundee.com.

What we collect

Depending on your request, this includes:

- Your name, email address, phone number and preferred way to be contacted; your postcode when requesting dog walks.
- Your pet's details, care needs, health and medication information, vaccination and treatment answers, behaviour and relevant changes.
- The service, dates, times or walking windows you request, including repeat dates and meet-and-greet availability.
- Your messages and form acknowledgements, request and appointment references, approval status, calendar entries and email delivery records.

Boarding vaccination proof must be provided privately to us before approval; these forms do not upload documents or take payments. Please only include information relevant to your request and your pet's care.

Information you type stays in the page until you choose Send request. The form does not save your answers in browser storage. Required fields help us assess and arrange your request; without them, we may be unable to do so.

How and why we use it

We use your details to respond, assess suitability and walking coverage, arrange a meet-and-greet, review requested dates, provide agreed care and send request acknowledgements, appointment confirmations, cancellations and availability-related declines. Our lawful basis for this necessary processing is taking steps you request before a contract, or performing our pet-care agreement with you.

We also use relevant records to keep the system working securely, investigate delivery problems and deal with complaints. Our lawful basis is our legitimate interest in reliable administration, security and resolving issues, balanced against your privacy rights.

Submitting a website form does not sign you up for marketing.

Requests and approval

The forms check dates, walking coverage and the vaccination answers relevant to boarding or daycare. If a check prevents you sending a request, you can contact us to discuss it. Authorised company personnel review requests and decide which appointments to approve. Sending a form does not reserve dates or confirm a booking.

Who has access

Authorised company personnel may access relevant information where necessary to manage enquiries, bookings and pet care. An authorised third-party technology provider may access relevant records when needed to develop, maintain and update the booking system, or provide technical support. The provider acts on the company's instructions for these purposes.

Our system also uses these service providers:

- **n8n Cloud** runs the booking workflows and transfers relevant details between the services below. Submission details and results can appear in its execution history and troubleshooting records.
- **Google Sheets** stores enquiries and appointment records. The automation reads and updates these records, uses **Google Drive** to identify spreadsheets, and reads, creates and removes appointments in **Google Calendar**.
- **Zoho Mail** sends booking-related messages and holds the business mailbox. Relevant customer contact details and appointment information pass through n8n Cloud to Zoho Mail for these messages.
- **Cloudflare** hosts and protects the website and can process technical visitor information such as IP addresses and request details.

The company authorises Golden Paws Bookings to access Google data needed for booking administration. Customers do not need to sign in to Google. Google data is used for booking administration and related support, not advertising or sale. Its use follows the Google API Services User Data Policy, including the Limited Use requirements.

Our home page displays embedded Facebook review posts automatically. These connect your browser to Facebook when the home page loads. There are no embedded Facebook posts on the enquiry or booking forms.

Processing outside the UK

Our providers operate internationally, so information may be processed outside the UK. n8n states that its Cloud platform is hosted in the EU. Zoho provides EU hosting for EU accounts, but overseas support access and other provider processing can still occur. EU hosting does not mean that every copy or access stays in the EU.

Providers' published terms describe transfer safeguards, including adequacy arrangements and contractual protections where applicable. You can read Google's transfer arrangements, n8n's data processing terms, Zoho's privacy and transfer information and Cloudflare's data processing terms. Contact us for information about the arrangements relevant to your records.

How long records are kept

We review unsuccessful enquiries six months after the last contact, and booking records twelve months after the customer's last booking. These are manual review points, not automatic deletion dates.

At review, information no longer needed is deleted or anonymised. Relevant records may be kept for ongoing care, an unresolved complaint or a specific legal recordkeeping requirement. Where a record is retained, its continuing need is reviewed.

The review includes related spreadsheets, emails and calendar records. Provider logs, execution history, mail retention and backups follow the applicable service settings and retention rules; deleting a spreadsheet row does not immediately remove every related copy. Contact us about a particular record or deletion request.

Your rights

Depending on the circumstances, you can ask to access or correct your information, have it erased, restrict its use, or receive information you supplied in a portable format. These rights are subject to the conditions in data protection law.

You can object to processing based on legitimate interests. Email gabriella@goldenpawsdundee.com to raise an objection or another request. We may need to check your identity before acting.

You can also complain to the Information Commissioner's Office (ICO), the UK's data protection regulator, at ico.org.uk/make-a-complaint.

Website technology and external services

The website forms do not add advertising trackers or store your answers in cookies. Cloudflare may use technical logs and security cookies to deliver and protect the site.

Facebook review posts load automatically on our home page. This makes a connection from your browser to Facebook, which can receive technical information such as your IP address and browser details and may use cookies. Following a Facebook link also takes you to its service. Facebook's own privacy policy and cookie policy apply. Our enquiry and booking forms do not embed Facebook posts.

Provider information is available in the Google Privacy Policy, n8n Privacy Policy, Zoho Privacy Policy and Cloudflare Privacy Policy.

Changes to this notice

We will update this notice when the business identity or our data practices change. The date at the top shows when this version was last updated.