

**GDPR Policy**

The Paw Parlour is committed to ensuring that your privacy is protected. Any data collected will only be used in accordance with The Paw Parlour and stored and deleted in the appropriate ways.
I may collect the following information:

* Name,
* Postal Address,
* Email Address,
* Contact telephone numbers,
* Veterinary Contact details,
* Information and preferences relevant to your pet.

What I do with your information

* Internal record keeping.
* I may phone, text or email you regarding your pet’s past or future appointments.
* From time to time, I may also use your information to contact you for market research purposes. I may contact you by email, phone, or mail. I may use the information to customise The Paw Parlour services.
* In an emergency I may share your information with a Veterinary practice and Police.
* I will not provide your information to any third party not specified above for any other purpose without your express permission.
* I will keep your information on our client record cards, T&C consent form, Smart Phone/IPAD.
* All information is kept securely for up to one year after your pet’s last visit. I will regularly check to ensure we hold the most current details for you.

**Aggressive Pets**

Owners must inform us, if your dog bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. In some cases, a muzzle may be used, this will not harm your pet and protects both myself and your pet.

I reserve the right to refuse or stop services for such pets at any time before or during the grooming process.

**Matted Pets**

Short de-matting grooming sessions are available at an extra cost and the owner agrees to pay the cost whether or not the groomer is able to complete the job. If your dog has a severely matted coat my policy is to remove the coat by shaving close to the skin using electric clippers. This can in some cases cause skin irritation or skin nicks from the close shaving. I, the client agree that The Paw Parlour will not be held responsible for any affect that this has after the grooming session is complete.

**Double coated Breeds**

Shaving a double coated breed can result in slow regrowth or occasionally failure of the coat to regrow at all. This has nothing to do with the method of grooming but rather the growth pattern of these types of coats. In some cases, the coat regrows but the colour and texture may be different. This is an inherent risk of shaving these types of dogs and should be seriously considered prior to proceeding with the shaving. Shaving down heavy coated dogs does not offer relief from heat, it actually makes them less able to regulate their body temperature. If shedding is the concern other methods could be used.

**Accidents**

There is always the possibility an accident could occur. Grooming equipment is sharp. Even though I use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quickening of the nails etc. In most cases this can happen when a pet is wriggling or moving around. Every effort will be made to ensure your pet is groomed as safely as possible: however, some pets may have reactions to grooming products or procedures such as shaving, ear plucking etc.

**Missed Appointments & Cancellations**

Please endeavor to notify as soon as possible if you need to change or cancel your appointment.
Please give 24hrs notice to cancel or change an appointment, failure to do so may result in a 50% fee.

**Photographs**

I agree to my pet’s image to be used in The Paw Parlour’s social media and website.

**Disclaimer**

I, the client confirm my pet is fit healthy and have informed the groomer of any health conditions and all details provided are correct. I agree that the groomer will not be held liable or responsible for irritation, abrasion, patchiness or hair loss due to any pre-existing skin conditions or as a result of the process of grooming, de-matting, thinning, stripping or shaving or any other mishap caused by my non-disclosure of my pet’s medical condition or behaviour.

Signed

Name

Date