

Privacy notice

Website enquiries and pet-care bookings

Last updated: 2 October 2026

This notice explains how Golden Paws uses information from its meet-and-greet and booking request forms, related messages and booking automation.

Who looks after your information

Golden Paws is the trading name of **Gabriella Steel**, a sole trader based in Dundee. Gabriella is responsible for deciding how your personal information is used (the data controller).

For questions about your information or to exercise your rights, email gabbydsteel@gmail.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 is sent privately to Gabby 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 and appointment confirmations. 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 Gabby to discuss it. Gabby reviews requests and decides which appointments to approve. Sending a form does not reserve dates or confirm a booking.

Who has access

Gabby uses the records to manage your enquiry and care. Elio Automation can access them for system implementation, updates and support on Golden Paws' behalf.

Our system also uses these service providers:

- **Zapier** receives submissions and runs the workflows. Submission details can appear in its workflow history and troubleshooting records.
- **Google Sheets** stores enquiries and appointment approval records; **Gmail** sends and stores related emails; **Google Calendar** holds approved appointments.
- **Cloudflare** hosts and protects the website and can process technical visitor information such as IP addresses and request details.

If you follow our Facebook link, you use Facebook under its own privacy terms. There is no embedded Facebook feed on these forms.

Processing outside the UK

These providers operate internationally, so information can be processed outside the UK, including in the United States. Zapier states that its workflow data is hosted in the US. Google, Zapier and Cloudflare describe participation in the Data Privacy Framework, including its UK Extension, which provides an adequacy route for covered transfers to the US. Their published transfer terms also describe contractual safeguards where applicable, including standard contractual clauses and UK transfer provisions.

You can read [Google's transfer arrangements](#), [Zapier's data processing terms](#) and [Cloudflare's data processing terms](#), or contact Gabby for information about the safeguards 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. Service providers also have their own retention rules for technical logs, workflow history and backups, so removing a spreadsheet entry does not immediately remove every provider copy. See [Zapier's retention information](#) and [Google's retention information](#). Contact Gabby if you need information about a particular record.

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 gabbydsteel@gmail.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. External services, such as Facebook when you choose to visit it, have their own cookie and privacy arrangements.

Provider information is available in the [Google Privacy Policy](#), [Zapier 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.