

Heath Cattery & Small Animal Boarding

UK GDPR Privacy Notice

Heath Cattery — Privacy Notice

Last updated: Sept 2026

1. Who we are

Heath Cattery provides animal boarding and related animal-care services.

For the purposes of UK data-protection law, the data controller is:

Heath Cattery

Merrylees Road, Newbold Heath, Leicestershire, LE9 9NR.

info@heathcattery.co.uk 07732 120617

For questions about this Privacy Notice or the way we handle your personal information, please contact us using the details above.

2. Personal information we collect

In providing our services, we may collect and process personal information including:

- your name, address, telephone number and email address;
- booking and payment information;
- emergency-contact details;
- information you provide about your animal where that information is connected to you or your booking;
- veterinary practice and emergency veterinary contact information;
- instructions, consent forms and other information supplied in connection with an animal's care;
- emails, WhatsApp messages, text messages and other correspondence;
- records of telephone conversations where notes are made;
- photographs or videos associated with your booking and animal(s);
- complaint, incident and insurance correspondence; and
- other information reasonably required to administer your booking, provide animal care, comply with licensing/legal requirements or deal with a dispute or complaint.

We aim to collect only personal information that is reasonably necessary for these purposes.

3. Why we use your personal information

We may use your personal information to:

- process and administer bookings;
- communicate with you before, during and after an animal's stay;
- provide the agreed boarding and animal-care services;
- follow the instructions and permissions provided by you;
- contact your nominated emergency contact where appropriate;
- communicate with veterinary professionals where necessary in connection with an animal's care;
- maintain animal boarding, welfare and licensing records;
- process payments and maintain accounting records;
- manage incidents, complaints, disputes and insurance matters;
- establish, exercise or defend legal claims;
- comply with legal, regulatory and licensing requirements; and
- maintain the security and proper administration of our business.

Heath Cattery Limited – Kirsty Hobbins & Leigh Baum

Company Num 16178909 – VAT 513 5559 93 - www.heathcattery.co.uk

Hinckley and Bosworth Borough Council. - Licence No – 22/0695/AWBOC

Heath Cattery Limited - Sort – 04-03-33 - Account - 43897184

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4. Our lawful bases

Depending upon the circumstances, we process personal information because:

Contract: processing is necessary to enter into or perform our contract with you, including administering your booking and providing boarding services.

Legal obligation: processing is necessary to comply with legal or regulatory obligations that apply to the business.

Legitimate interests: processing is necessary for our legitimate business interests, including administering the business, maintaining appropriate records, communicating with customers, handling complaints and disputes, protecting the business and establishing or defending legal claims, provided those interests are not overridden by your rights.

Consent: where we specifically rely upon your consent, you may withdraw in writing that consent at any time. Withdrawal does not affect processing already lawfully undertaken before consent was withdrawn.

The ICO requires a privacy notice to identify the purposes and applicable lawful basis and, where legitimate interests are relied upon, explain those interests. [ICO](#)

5. Information obtained from other sources

Most personal information is obtained directly from you.

Where appropriate, we may also receive information from your emergency contact, veterinary professionals, insurers, professional advisers, local authorities or other persons involved in matters concerning your booking or animals.

Where UK data-protection law requires us to do so, we will provide information about the source of personal information obtained from elsewhere.

6. Who we may share information with

Where necessary and lawful, personal information may be shared with:

- veterinary practices and veterinary professionals;
- emergency contacts authorised or identified by you;
- payment/accounting providers;
- insurers and insurance brokers;
- legal or other professional advisers;
- IT, booking or communications service providers acting on our behalf;
- local authorities, licensing authorities, regulators or other public authorities where required or permitted by law; and
- other parties where disclosure is required or permitted by law.

We do not sell customer personal information.

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7. International transfers

Some of the service providers we use may process personal information outside the UK. Where this occurs, we take appropriate steps required by UK data-protection law to protect that information.

[WIX]

The ICO requires privacy information to address applicable international transfers and safeguards. [ICO](#)

8. How long we keep information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including applicable legal, accounting, insurance, licensing and dispute-resolution requirements.

Animal boarding records that we are required to retain as a condition of our licence will be retained for the applicable statutory period.

Other records will be retained according to our retention policy and securely deleted or destroyed when they are no longer required.

For licensed cat boarding establishments in England, current statutory licensing guidance says records required as a condition of the licence must be retained for **at least three years from the date the record was created**. Equivalent three-year requirements appear in the current kennel and home dog-boarding guidance. [GOV.UK](#)

9. Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, alteration, disclosure or destruction.

Access to personal information is limited to persons who require it for legitimate business purposes.

10. Your data-protection rights

Depending on the circumstances, UK data-protection law gives you rights concerning your personal information. These can include rights to:

- request access to your personal information;
- request correction of inaccurate personal information;
- request erasure in certain circumstances;
- request restriction of processing in certain circumstances;
- object to certain processing;
- request data portability where applicable; and
- withdraw consent where processing is based upon consent.

These rights are not absolute and exemptions may apply.

To exercise a data-protection right, please contact us using the details in section 1.

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11. Subject Access Requests

You may ask us for access to personal information we hold about you.

We will respond to valid requests in accordance with applicable UK data -protection legislation. We may need to request reasonable information to confirm your identity before disclosing personal information.

Information relating to another person may be withheld or redacted where required or permitted by law.

12. Automated decision-making

We do not use your personal information to make decisions about you based solely on automated processing that produce legal or similarly significant effects, and we do not undertake such profiling.

13. Complaints

If you have concerns about how we use your personal information, please contact us first using the contact details above.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data-protection regulator.

[Information Commissioner's Office](#)

The ICO confirms that privacy notices should tell individuals about their data -protection rights and their right to complain to the ICO. [ICO](#)

14. Changes to this Privacy Notice

We may update this Privacy Notice where our processing activities or legal obligations change.

The current version will be made available [on our website- <https://www.heathcattery.co.uk/> / at our premises / on request].