

Privacy Policy – Home Comforts Vet Care

Home Comforts Vet Care (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This privacy policy explains how we collect, use, and store information about you when you use our website or services. It also explains your rights under **Irish law and the EU General Data Protection Regulation (GDPR)**.

Topics

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What data do we collect?

We may collect the following types of data:

- **Personal identification information:** name, email address, phone number, business name, role/title.
 - **Account information:** login details, password (stored securely using encryption).
 - **Usage information:** IP address, browser type, pages visited, and interactions with our portal.
 - **Payment details:** if you purchase services from us, processed securely by third-party payment providers (we do not store full card details).
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How do we collect your data?

We collect data when you:

- Register an account or subscribe to our services.
- Fill in forms, surveys, or provide feedback.
- Contact us by email, phone, or through our website.

- Use our website (via cookies or similar technologies).

We may also receive limited information indirectly, for example:

- From publicly available sources such as business directories.
 - From service partners (e.g., payment processors or integration tools).
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How will we use your data?

We collect and use your data to:

- Provide and manage your account on our portal.
- Process your orders, subscriptions, or service requests.
- Improve our website functionality and customer experience.
- Communicate with you about updates, features, or issues.
- Send you marketing emails (only if you consent).
- Meet legal and regulatory obligations.

If you consent, we may share your data with trusted partners so they can offer related products or services:

("We currently do not share data with third parties for marketing purposes.")

When processing payments, your data may be sent to payment processors and credit reference agencies to prevent fraud.

How do we store your data?

We store your data securely on servers located within the **European Economic Area (EEA)**. We use encryption, access controls, and secure backups to protect your information.

We keep personal data only as long as necessary:

- **Account information:** kept while your account is active and deleted within [X months] after closure.
- **Financial records:** retained for [6 years] to comply with Irish tax law.
- **Marketing data:** retained until you opt out.

When data is no longer needed, we delete it securely using industry-standard deletion or anonymization methods.

Marketing

We may send you updates or offers about our products and services **if you have given consent**. You can opt out at any time by:

- Clicking “unsubscribe” in any email; or
- Contacting us directly (see below).

We do not sell your data to third parties.

What are your data protection rights?

Under GDPR, you have the following rights:

- **Access:** Request copies of your personal data.
- **Rectification:** Ask us to correct inaccurate or incomplete data.
- **Erasure:** Request deletion of your data in certain circumstances.
- **Restriction:** Ask us to limit how we process your data.
- **Objection:** Object to processing, including for marketing purposes.
- **Data portability:** Ask us to transfer your data to you or another service.

We will respond to your request within **one month**.

Contact details are provided below.

Cookies

Cookies are small files placed on your device to help our site function and improve your experience. For more details, visit www.allaboutcookies.org.

How do we use cookies?

We use cookies to:

- Keep you signed into your account.
 - Understand how you use our website to improve features.
 - Deliver relevant content and optional advertising.
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What types of cookies do we use?

- **Functionality cookies:** Remember your preferences (e.g., language, location).
- **Analytics cookies:** Help us understand website traffic and usage.

- **Advertising cookies (optional):** Used only if you consent, to deliver relevant ads on other websites.
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How to manage cookies

You can set your browser not to accept cookies or delete cookies already stored. Some website features may not work correctly if you disable cookies.

Privacy policies of other websites

Our portal may contain links to external websites. Our privacy policy applies only to our own website — please read other sites' policies when you follow links.

Changes to our privacy policy

We review this privacy policy regularly. Any updates will appear on this page with a new “last updated” date.

This policy was last updated on [insert date].

How to contact us

If you have any questions about this privacy policy or your data, please contact us:

- **Email:** homecomfortsvetcare@gmail.com
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How to contact the Data Protection Commission (DPC)

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the Irish Data Protection Commission:

- **Website:** <https://www.dataprotection.ie>
- **Email:** info@dataprotection.ie
- **Post:** 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland