



Privacy Policy

At K Nine Companions, we understand that your privacy is important to you. This privacy policy explains in detail the types of personal data that we may collect about you and how we use this information.

Any personal data we do collect will only be used as permitted by law.

Who We Are

- **Company Name:** K Nine Companions
- **Address:** North Barn, Boughton Farm, Sandway, Maidstone, Kent ME17 2BD
- **Telephone:** 07455 049992
- **Email:** kninecompanions@gmail.com

What Information We Collect

Personal data is any information relating to an individual from which that person can be identified.

We collect personal information from you so that we can offer our services as effectively as possible.

Where information is submitted by you as part of an enquiry about our services, we may collect or use the following information:

- **Personal Identification:** Name, address, email address and telephone number.
- **Emergency Contact Information:** Details for alternative contacts.
- **Pet Information:** Dog or pet name, breed, age, behavioural notes and any special care instructions.
- **Veterinary Details:** Name, address and phone number of your pet's vet.

Why We Need This Information

- To provide and manage dog walking, home visit and pet taxi services.
- To contact you regarding bookings or emergencies.
- To ensure the health and safety of your dog and/or pet
- For billing and payment processing

Last updated: 5th March 2026

Lawful Basis For Obtaining This Information

- **Contractual Obligation:** We need this data to fulfil the agreement of walking your dog, or caring for or transporting your pet.
- **Legitimate Interests:** Necessary for the safe, professional running of the business.
- **Consent:** Specifically for using photos on social media or our website.

Data Sharing (Third Parties)

- **Vet Access:** Sharing details with a vet in an emergency.
- **Third Party Links:** This privacy policy only applies to this website, www.kninecompanions.co.uk. This website may include links to third party websites and applications. We do not control these third party websites or apps and are not responsible for their privacy statements and how they use your data.
- **Legal Obligation:** If required by law, such as a local council, to disclose information.

Data Retention Period

Any personal information supplied to K Nine Companions will be kept secure and only held for as long as reasonably necessary in the course of the business. It will then be securely deleted or destroyed.

Data Security

Your data will be kept secure by using password protected files and encrypted emails. If any information is held in paper format, this will be safely stored in our home office.

Your Rights

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Last updated: 5th March 2026

How To Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioner's Office.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Changes To Our Privacy Policy

We may from time to time make changes to this privacy policy. If we make changes, the updated privacy policy will be shown on this website and the revised privacy policy will take effect once posted.

Your continued use of this website after the posting will signify your agreement to the new terms.

Last updated: 5th March 2026