

## Tails of Pawfection Confidentiality Policy

At **Tails of Pawfection**, we are committed to protecting the privacy and security of our clients, their pets, and our business operations. This policy applies to all associates working for or on behalf of Tails of Pawfection, as well as to our clients.

### 1. Scope of Confidentiality

Confidential information includes, but is not limited to:

- Client names, addresses, contact details, and schedules
- Pet health information and care instructions
- Home security details such as alarm codes, keys, and passwords
- Business methods, pricing, contracts, and internal communications
- Any information shared in writing, orally, or observed during services

### 2. Responsibilities

- **Clients** agree to respect and protect the confidentiality of Tails of Pawfection's business information and other clients' details.
- **Tails of Pawfection and its Associates** agree to respect and protect the confidentiality of client information and business practices.
- Confidential information must only be used for the purpose of providing or receiving pet sitting services.

### 3. Duration

- Confidentiality obligations continue **indefinitely**, even after services have ended, unless the information becomes public through no fault of either party.

### 4. Permitted Disclosure

Confidential information may only be shared:

- With prior written consent of the other party, or
- If required by law.

### 5. Handling of Information

- Upon completion or termination of services, both parties must return or securely destroy any confidential information in their possession.

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## 6. Legal Framework

- This policy is governed by the laws of England and Wales. Breaches of confidentiality may result in legal action.

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