Privacy Policy

EFFECTIVE DATE: 3 NOVEMBER 2026

Beloved Paws Farewell (“Beloved Paws”, “we”, “our”, or “us”) is committed to protecting your privacy and handling your personal information with care, respect and transparency.

This Privacy Policy explains how we collect, use, disclose and protect your personal information when you use our website or engage our services.

By using our website or requesting our services, you agree to the collection and use of your information as described in this Privacy Policy.

1. Information We Collect

We may collect personal information including:

Personal Information

- Full name
- Residential address
- Email address
- Telephone number
- Payment information
- Preferred method of contact

Pet Information

To provide our services, we may also collect information about your beloved companion, including:

- Pet's name
- Species
- Breed
- Age
- Weight
- Date of passing
- Veterinary clinic details
- Collection location
- Requested memorial products
- Cremation instructions

Website Information

When you visit our website, we may automatically collect information such as:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on our website
- Cookies and website analytics

2. How We Collect Information

We collect personal information when you:

- Submit an enquiry
- Request our services
- Complete an online booking
- Contact us by phone or email
- Visit our website
- Communicate with us through social media
- Purchase memorial products
- Are referred to us by your veterinary clinic (with your authority where applicable)

3. Why We Collect Your Information

We collect your information to:

- Provide pet cremation services
- Arrange collection of your pet
- Confirm bookings
- Process payments
- Communicate with you throughout your pet's journey
- Prepare cremation certificates
- Deliver ashes and memorial products
- Respond to enquiries
- Improve our services
- Meet our legal obligations
- Maintain business records

Where you have provided your consent, we may also use your information to send updates, newsletters or promotional communications. You may unsubscribe at any time.

4. Sharing Your Information

We respect your privacy and do not sell your personal information.

We may disclose your information where necessary to:

- Veterinary clinics involved in your pet's care
- Courier or delivery providers
- Payment service providers
- Professional advisers, including accountants, lawyers or insurers
- Information technology and website service providers
- Government authorities where required by law

We only share the information necessary for those parties to perform their services.

5. Payment Information

Payments made through our website are processed using secure third-party payment providers.

Beloved Paws Farewell does not store your full credit or debit card details on our systems.

6. Website Cookies

Our website uses cookies and similar technologies to improve your browsing experience.

Cookies help us:

- Remember your preferences
- Understand how visitors use our website
- Improve website performance
- Analyse website traffic

You can disable cookies through your browser settings, although some website features may not function correctly.

7. Protecting Your Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

These measures include:

- Secure website encryption (SSL)
- Password-protected systems
- Restricted staff access
- Secure cloud storage where appropriate
- Regular software updates and security monitoring

While we take reasonable precautions, no method of electronic transmission or storage can be guaranteed to be completely secure.

8. How Long We Keep Information

We retain personal information only for as long as reasonably necessary to:

- Provide our services
- Meet legal and accounting obligations
- Resolve disputes
- Maintain business records

When information is no longer required, it is securely destroyed or permanently de-identified where practicable.

9. Accessing or Correcting Your Information

You may request access to the personal information we hold about you or request that it be corrected if it is inaccurate or incomplete.

To make a request, please contact us using the details below.

We may require verification of your identity before processing your request.

10. Marketing Communications

If you choose to receive marketing communications from us, you may unsubscribe at any time by:

- Clicking the unsubscribe link in our emails; or
- Contacting us directly.

11. Children's Privacy

Our website and services are intended for adults.

We do not knowingly collect personal information from children under the age of 16 without the consent of a parent or legal guardian.

12. Third-Party Websites

Our website may contain links to third-party websites.

Beloved Paws Farewell is not responsible for the privacy practices or content of external websites.

We encourage you to review their privacy policies separately.

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

The most current version will always be available on our website.

Your continued use of our website or services following any changes constitutes acceptance of the revised Privacy Policy.

14. Contact Us

If you have any questions about this Privacy Policy or wish to access or correct your personal information, please contact us:

Beloved Paws Farewell

Email: info@belovedpaws.com.au

Phone: 0431 615 041

Website: www.belovedpaws.com.au

15. Privacy Complaints

If you believe Beloved Paws Farewell has breached your privacy rights, please contact us in writing so we can investigate your concerns.

We will acknowledge your complaint and aim to respond within a reasonable timeframe.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Website: https://www.oaic.gov.au