



Wellsies Pet Treats (Wellsies Cakes) Privacy Policy

Effective Date: 01st January 2025

Reviewed: Annually or as needed

Applies to: All Wellsies Pet Treats (Wellsies Cakes) customers and stakeholders

Our Commitment

At Wellsies, we value your privacy and are committed to protecting your personal data. This policy explains how we collect your personal data, use, and store your information when you visit our website, place an order, or interact with us.

What information we collect

We may collect the following personal data:

- Your name
- Email address
- Delivery/Billing address
- Phone number (if provided)
- Payment details (processed securely through our payment provider)
- Order history
- Any communication you send us (e.g. customer service emails or messages)

We do not collect or store sensitive personal data (such as health information or credit card numbers directly).

How We Use Your Data

We use your information to:

- Process and deliver your orders
 - Communicate with you about your order or customer service enquiries
 - Send marketing emails (if you've opted in)
 - Improve our products, services, and website experience
 - Fulfil our legal and tax obligations
-

How We Store and Protect Your Data

Your data is stored securely through trusted platforms (e.g. website host, payment provider). We take reasonable precautions to protect your data from loss, misuse, or unauthorised access.

We do not sell or share your data with third parties for marketing.

Some data (e.g. order history) may be stored securely for up to 6 years to comply with legal and financial record keeping.

Payments

We use trusted payment processors (e.g. Stripe, Paypal) to handle transactions. Your payment details are processed securely and are not stored on our website or servers.

Marketing Preferences

You will only receive marketing emails from us if you've given explicit consent (e.g. signing up for our mailing list). You can unsubscribe at any time using the link at the bottom of any marketing email.

Cookies

Our website may use cookies to:

- Improve your experience on the site
- Track site usage through analytics
- Store your preferences

You can control or delete cookies through your browser settings.

Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Withdraw consent to marketing at any time
- Make a complaint to the Information Commissioner's Officer (ICO)

To exercise any of these rights, contact us at: wellsiescakes@outlook.com

Need help?

If you have any questions about this policy or how your data is handled, you can contact:

- Wellsiescakes@outlook.com
- TikTok & Instagram: @wellsiespettreats
- Visit our weekend Pop-Up Shop (from 18th April 2025)