

Assumed Lack of Full Compliance:

I have assumed that, as a small business, Pampered Pets may not currently meet all relevant regulatory and industry standards due to limited resources or lack of awareness. Small businesses often face challenges in keeping up with complex compliance requirements, especially in areas like data security (GDPR, PCI-DSS) and food safety regulations.

Limited Digital Infrastructure:

The business's basic digital infrastructure likely lacks advanced security features such as encrypted networks, firewalls, and up-to-date antivirus software. This assumption is based on the fact that Harry uses an old, networked computer, and there's no mention of specific cybersecurity measures being in place.

Minimal Formal Processes:

I have assumed that Pampered Pets may not have formalised processes for audits, inspections, and training related to compliance, such as regular data audits for GDPR, hygiene checks for food safety, or staff training on PCI-DSS requirements.

In-House Knowledge Gaps:

It is assumed that the business does not have in-house expertise in complex compliance areas like data protection laws (GDPR) or food safety regulations, which may explain why Cathy has sought external consultancy services.

Growth Without Scalability:

Another assumption is that Pampered Pets has been operating successfully on a small scale. Still, the current processes and systems are not scalable for digital expansion or for meeting the more stringent standards required for international reach.

Lack of Formal Data Security Practices:

The assumption is that there are no formal data security measures beyond basic network connections, as Harry uses a spreadsheet system to manage inventory, and staff use personal devices connected to the same wireless network.

These assumptions shape the recommendations, as they target building a more robust compliance framework to prepare the business for digital transformation and expansion.

Word Count 285