

## Privacy Policy for Sweet Paws & Pads

Effective Date: 2/25/2025

Sweet Paws & Pads ("we," "us," or "our") respects your privacy and is committed to protecting your personal and mobile information. This Privacy Policy outlines how we collect, use, and protect your information when you interact with our services, including SMS text messaging communications.

### Data Sharing and Marketing

We do NOT share your personal or mobile information with third parties for marketing purposes under any circumstances.

- Your data is collected solely for our business operations.
- Your mobile information will NEVER be shared for marketing.
- Your information is not sold, rented, or disclosed for promotional purposes.

Example: We do not share your personal or mobile information with third parties for marketing purposes under any circumstances. Your information is only used for our business operations and will not be sold or disclosed for marketing.

### Use and Sharing of Consumer Data

We collect your data when you:

- Submit a form on our website
- Opt into SMS messaging
- Use our pet sitting service platform
- Request information or make a reservation

Your data is used to:

- Verify your identity

- Schedule and manage appointments
- Communicate about your pet's care
- Answer questions or provide customer support

We do NOT share your data with third parties, EXCEPT as required by law.

Example: We collect your phone number to verify your identity and will not share your information with third parties except as required by law.

### Data Transfer Restrictions

We do NOT transfer your personal data to external organizations under any circumstances.

We maintain STRICT internal policies and implement TECHNICAL safeguards to prevent unauthorized access, use, or disclosure of your personal or mobile information.

Example: We do not transfer your personal data to any external organizations under any circumstances. We have strict policies and technical measures in place to prevent unauthorized sharing of your information.

### Opt-Out Rights

You may opt out of SMS communications from us at any time.

To opt out:

- Text STOP or UNSUBSCRIBE in response to any message.
- Email us at [sweetpawsandpads@gmail.com](mailto:sweetpawsandpads@gmail.com)
- Call or text us at 941.322.7297

Example: You may opt out of future communications at any time. To opt out, text STOP or UNSUBSCRIBE.

## Contact Information

If you have questions about this policy or your data, please contact us:

Email: [sweetpawsandpads@gmail.com](mailto:sweetpawsandpads@gmail.com)

Phone: 941.322.7297

Reply STOP to opt out or HELP for assistance.

## Terms & Conditions - SMS Messaging

### Sweet Paws & Pads SMS Messaging Terms

By opting into our SMS messaging service, you agree to the following terms regarding your data and how we communicate:

#### Message Flow (CTA)

By subscribing to our SMS service, you will receive:

- Customer Care Messages (e.g., appointment confirmations, pet care updates)
- Responses to Customer Questions
- Conversational Messaging between Sweet Paws & Pads and clients regarding services or reservation requests

#### Message Frequency:

You can expect to receive 2-4 messages per reservation. This may vary depending on your pet's care needs.

#### Data Collection

We collect your:

- Name
- Email address
- Mailing address
- Mobile phone number

This data may be collected through our website form, email, service agreement, or third-party reservation platforms.

## Data Usage

Your information is used solely to:

- Send customer service and reservation-related text messages
- Provide support and respond to client inquiries
- Manage conversational communication related to services

We do NOT use your data for unsolicited marketing.

## Data Security

We protect your data using appropriate security measures and systems to ensure your personal information remains secure and inaccessible to unauthorized parties.

## Data Retention

We retain your personal information while you are subscribed to our SMS service. You may request data deletion at any time by contacting us.

## Message and Data Rates

Standard message and data rates may apply. Please consult your mobile carrier for details about your plan.

## Opt-Out Process

To unsubscribe from our SMS messaging:

- Text STOP, CANCEL, or UNSUBSCRIBE
- Email [sweetpawsandpads@gmail.com](mailto:sweetpawsandpads@gmail.com)
- Call or text us at 941.322.7297

You will receive a final message confirming your removal, and we will delete your mobile number

from our SMS list within 24 hours.

## Help and Support

Text HELP at any time to receive our contact details or assistance.

You may also email or call us directly using the contact information below.

## Non-Sharing Clause

We will NEVER sell, rent, or share your mobile number or opt-in information with any third party, including for marketing purposes. Your consent and data are for internal use only and are protected at all times.

## Contact Information

If you need assistance, contact us at:

Email: [sweetpawsandpads@gmail.com](mailto:sweetpawsandpads@gmail.com)

Phone: 941.322.7297

Text HELP for immediate support or STOP to unsubscribe.