

Privacy Policy

Effective Date: 20.03.2025

Last Updated: 10.03.2025

Welcome to Bondly! Your privacy is important to us. This Privacy Policy explains how **Bondly B.V.** ("Bondly," "we," "us," or "our") collects, uses, shares, and protects your personal information when you use our mobile app, website, and services (collectively, the "Platform").

By using Bondly, you agree to the terms outlined in this Privacy Policy. If you do not agree, please refrain from using our services.

1. Information We Collect

1.1 Information You Provide to Us

When you register, use our services, or communicate with us, we collect the following information:

- **Account Information:** Name, email address, phone number, birthdate, and profile picture.
- **Pet Information:** Pet's name, breed, size, weight, health conditions, fears, special needs, and preferences.
- **Payment Information:** Financial details necessary for transactions, processed through **third-party payment providers** (we do not store payment details).
- **Service Details:** Booking requests, service history, and user preferences.
- **User-Generated Content:** Reviews, messages, feedback, and shared media such as pet photos.

1.2 Information We Collect Automatically

When you use Bondly, we collect:

- **Location Data:** To match you with nearby pet caregivers or pet owners. You can disable location access in your device settings, but this may limit functionality.
- **Usage Data:** Information about how you use the app, such as interactions, preferences, and settings.
- **Device & Log Data:** IP address, browser type, app version, and crash reports.

1.3 Information from Third Parties

We may receive additional information from:

- **Payment processors** for transaction verification.
 - **Social media platforms** if you link your account.
 - **Background check providers** for verifying pet sitters (where applicable).
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2. How We Use Your Information

We collect and use your data for the following purposes:

- **Service Delivery:** To provide pet care services, process bookings, and facilitate communication.
 - **User Experience:** To personalize recommendations, improve app features, and send relevant notifications.
 - **Payments & Transactions:** To securely process payments, refunds, and financial transactions.
 - **Customer Support:** To respond to inquiries, resolve disputes, and provide assistance.
 - **Safety & Compliance:** To verify user identities, prevent fraud, and ensure compliance with legal regulations.
 - **Industry Improvement:** To analyze pet care trends, improve industry standards, and share aggregated insights with **trusted partners**.
 - **Marketing & Promotions:** To inform you about special offers, updates, and news related to Bondly (you may opt out of marketing communications at any time).
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3. How We Share Your Information

We **do not sell** your personal data. However, we may share it under the following circumstances:

3.1 With Other Users

- **Pet Owners & Sitters:** When you book or accept a service, relevant details (such as your name, pet profile, and booking details) are shared between parties to facilitate the service.

3.2 With Trusted Partners

We may share **aggregated, anonymized data** with pet-related businesses, insurance providers, or research organizations to enhance the pet care industry.

3.3 With Service Providers

We work with third parties who assist in:

- **Payment Processing** (e.g., Stripe, PayPal)
- **Data Analytics** (to improve app performance)
- **Identity Verification** (for security purposes)

3.4 Legal & Compliance Requirements

We may disclose personal data if required by law, to enforce our terms, or to protect Bondly's rights and safety.

4. Your Rights & Choices

4.1 Managing Your Data

You have the right to:

- **Access Your Data:** Request a copy of the personal data we hold about you.
- **Correct Your Data:** Update or modify your personal details.
- **Delete Your Data:** Request account and data deletion, subject to any legal or contractual obligations.

To exercise these rights, contact us at [Email Address].

4.2 Location & Notification Settings

- You can **disable location tracking** in your device settings.
 - You can **opt out of marketing emails** by clicking "unsubscribe" in any email.
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5. Data Security & Retention

5.1 How We Protect Your Data

We use encryption, access controls, and other security measures to protect your personal information. However, no method of transmission over the internet is 100% secure.

5.2 How Long We Keep Your Data

We retain user data **as long as necessary** to provide services, comply with legal obligations, and resolve disputes. Inactive accounts may be deleted after [X] months of inactivity.

6. Children's Privacy

Bondly is **not intended for children under 18**. If we learn that a minor has provided personal information, we will delete it immediately.

7. Changes to This Policy

We may update this Privacy Policy from time to time. If significant changes occur, we will notify users via email or app notifications. Your continued use of Bondly after updates constitutes acceptance of the revised policy.

8. Contact Us

If you have any questions about this Privacy Policy, please contact us:

Bondly Pet Care

contact@bondlypets.com

www.bondlypets.com