

# Privacy Policy

**Last Updated: November 2025**

---

## 1. Information We Collect

We collect information you provide when creating an account, including your name, email address, phone number, and payment information. We also collect information about your pets, including breed, age, weight, grooming preferences, and vaccination records.

## 2. How We Use Your Information

We use your information to provide grooming services, process payments, manage your VIP membership, send service notifications, and improve our services. Your pet information helps us provide personalized grooming care tailored to your pet's needs.

We may also use your email address to send you promotional offers, special discounts, grooming tips, and news about our services. You can opt out of marketing emails at any time by clicking the unsubscribe link in any email or by contacting us directly.

## 3. Payment Information

Payment information is processed securely through Stripe. We do not store your complete credit card information on our servers. Stripe maintains PCI DSS compliance for secure payment processing.

## 4. Data Sharing

We do not sell your personal information. We may share information with service providers who help us operate our business (e.g., payment processing, email services). We may also share information when required by law.

## 5. Authentication

We use Google Sign-In for secure authentication. When you sign in with Google, we receive your email address and basic profile information. We do not have access to your Google account password.

## 6. Data Security

We implement security measures to protect your information, including encryption in transit and at rest, secure authentication, and regular security audits. However, no method of transmission over the internet is 100% secure.

## 7. Marketing Communications

We may send you promotional emails about special offers, VIP member deals, grooming tips, seasonal promotions, and updates about our services. These communications are separate from essential service notifications (such as appointment confirmations or subscription renewals).

You can unsubscribe from marketing emails at any time by:

- Clicking the unsubscribe link at the bottom of any marketing email
- Contacting us at [info@candeloresbarkingbeauties.com](mailto:info@candeloresbarkingbeauties.com)
- Calling us at 412-872-5550

Opting out of marketing emails will not affect essential service communications related to your account or appointments.

## 8. Your Rights

You have the right to access, update, or delete your personal information. You can update your profile information in the app or request account deletion from the Edit Profile section. Deletion is permanent and cannot be undone.

You also have the right to opt out of marketing communications while continuing to receive essential service notifications.

## 9. Children's Privacy

Our services are not directed to children under 13. We do not knowingly collect personal information from children under 13. If you believe we have collected such information, please contact us immediately.

## 10. Changes to Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting the new Privacy Policy in the app and updating the "Last Updated" date.

## 11. Contact Us

If you have questions about this Privacy Policy or our data practices, please contact us:

**Email:** [info@candeloresbarkingbeauties.com](mailto:info@candeloresbarkingbeauties.com) **Phone:** 412-872-5550 **Hours:** Tuesday-Saturday, 8am-6pm

## 12. Data Retention

We retain your information for as long as your account is active or as needed to provide services. If you delete your account, we will delete your personal information within 30 days, except where we are required to retain it for legal purposes.

---

© 2025 Barking Beauties. All rights reserved.