

Privacy policy

This Privacy Statement explains how BtheB collects and uses your personal information to provide our services to you. This Privacy Statement applies to personal information we collect when you use our websites, mobile applications and other online products and services (collectively, the “Services”) or when you otherwise interact with us. This Privacy Statement does not apply to websites, applications, or services that display or link to other privacy statements.

We may change this Privacy Statement from time to time. If we make changes, we will notify you by revising the date at the top of this page. If we make material changes, we will provide you with notice through the Services or through other means, such as email. We encourage you to review the Privacy Statement whenever you access the Services or otherwise interact with us to stay informed about our privacy practices and the ways in which you can exercise choice over these practices.

How Do We Collect and Use Your Information?

The information we collect varies based on how you interact with us, which Services you use, and the choices you make. We collect and process information about you with your consent and/or as necessary to provide the products and services you use, operate our business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfil other legitimate interests.

We collect information about you in various ways when you use our Services, including information you provide directly, information collected automatically, and information collected via third-party data sources.

When you are asked to provide information, you may decline. But if you choose not to provide information that is necessary for certain products or features, those products or features may not be available or function correctly.

The table below sets forth how we may collect and use your personal information and, for website visitors or users of the Services.

CATEGORY OF PERSONAL DATA	PROCESSING PURPOSE	LEGAL BASIS FOR PROCESSING *
Information You Provide to Us		
We collect information you provide directly to us, as follows:		
Account Information includes personal information we collect when you create an account, create or edit your profile, or list your Pet Care Services through the BtheB Service. Account information includes your name, email address, postal address, phone number, photos, date of birth, pet information (such as breed, age, photos, veterinarian, or	We use this information to <ul style="list-style-type: none">• create and register your account on the Rover Service;• Provide, maintain and improve our Services;• Enable communications between you and other users of the Services;• Send you technical notices,	Contract Performance Legitimate Interests

CATEGORY OF PERSONAL DATA	PROCESSING PURPOSE	LEGAL BASIS FOR PROCESSING *
<p>Information You Provide to Us</p> <p>We collect information you provide directly to us, as follows:</p>		
<p>immunization status), availability and any other account-related information you choose to provide.</p>	<p>updates, security alerts and support and administrative messages;</p> <ul style="list-style-type: none"> • present you with content that is relevant to you. 	
<p>Communication Information includes the content of any communications you send and receive through the Services, such as messages or reviews (including private reviews), communications you send and receive when you participate in any other interactive features of the Services, or your communications to or from BtheB (including the content of any recorded telephone calls).</p>	<p>We use this information to</p> <ul style="list-style-type: none"> • Provide, maintain and improve our Services; • detect, investigate and prevent fraudulent transactions and other illegal or unauthorised activities and protect the rights and property of BtheB and others; • respond to your comments, questions and requests and provide customer service. 	<p>Consent</p> <p>Contract Performance</p> <p>Legitimate Interests</p> <p>Legal Obligation</p>
<p>Payment & Tax Information includes payment information you provide to us, such as the amount and type of services purchased, the date and time of a transaction, and payment card information. (Transactions are processed by our third-party payment processors.)</p>	<p>We use this information to</p> <ul style="list-style-type: none"> • Facilitate and process transactions and send you related information, including booking and payment confirmations and tax documentation (where required); • detect, investigate and prevent fraudulent transactions and other illegal or unauthorised activities and protect the rights and property of BtheB and others. 	<p>Contract Performance</p> <p>Legitimate Interests</p> <p>Legal Obligation</p>
<p>Identification Information If you are a Service Provider, we and our third-party service providers may also collect certain personal information from you for purposes of verifying your</p>	<p>We use this information to</p> <ul style="list-style-type: none"> • conduct Identity Verification or a Background Check prior to you listing your Pet Care 	<p>Consent</p> <p>Contract Performance</p> <p>Legitimate Interests</p>

CATEGORY OF PERSONAL DATA	PROCESSING PURPOSE	LEGAL BASIS FOR PROCESSING *
<p>Information You Provide to Us</p> <p>We collect information you provide directly to us, as follows:</p>		
<p>identity or conducting a background check (an image of your passport, government identity card, or driver’s license).</p>	<p>Services on the BtheB Service;</p> <ul style="list-style-type: none"> • detect, investigate and prevent fraudulent transactions and other illegal or unauthorised activities and protect the rights and property of BtheB and others; • use this information to create a payment disbursement account with our third-party payment processor on your behalf. 	
<p>Other Information includes all other personal information you provide to us, such when you submit a job application, participate in a promotion, complete a survey, communicate with us via third party social media sites, request customer support, provide us with contact information for a referral, or otherwise communicate with us.</p>	<p>We use this information to</p> <ul style="list-style-type: none"> • Respond to your comments, questions and requests and provide customer service; • Communicate with you about products, services, offers, promotions, rewards, and events offered by BtheB and others, and provide news and information we think will be of interest to you; • Facilitate contests, sweepstakes and promotions and process and deliver entries and rewards; • fulfil your referral requests; • Carry out any other purpose described to you at the time the information is collected. 	<p>Consent</p> <p>Contract Performance</p> <p>Legitimate Interests</p>
<p>Information Collected Automatically When You Use the Services</p> <p>When you access or use our Services, we automatically collect information about you, as follows:</p>		
<p>Log Information</p>	<p>We use this information to</p>	<p>Consent</p>

CATEGORY OF PERSONAL DATA	PROCESSING PURPOSE	LEGAL BASIS FOR PROCESSING *
Information You Provide to Us		
We collect information you provide directly to us, as follows:		
<p>We collect log information about your use of the Services, including the type of browser you use, access times, pages viewed, your IP address and the page you visited before navigating to our Services.</p>	<ul style="list-style-type: none"> • present the Services to you on your device; • Provide, maintain and improve our Services; • Send you technical notices, updates, security alerts and support and administrative messages; • detect, investigate and prevent fraudulent transactions and other illegal or unauthorised activities and protect the rights and property of BtheB and others; • Communicate with you about products, services, offers, promotions, rewards, and events offered by BtheB and others, and provide news and information we think will be of interest to you; • link or combine with information we get from other sources to help understand your needs and provide you with better service. 	<p>Contract Performance</p> <p>Legitimate Interests</p>
<p>Device Information We collect information about the computer or mobile device you use to access our Services, including the hardware model, operating system and version, unique device identifiers and mobile network information.</p>		
<p>Location Information We may collect information about the location of your device each time you access or use certain features of our mobile applications or otherwise consent to the collection of this information. For more details, please see “Your Choices” below.</p>		
<p>Cookie Information We use various technologies to operate our Services and collect information, including cookies and web beacons (collectively, “Cookies”). Most browsers are set to accept cookies. To learn more about how we use Cookies and how to manage your preferences, please read our Cookie Policy.</p>		

How Do We Share Your Information?

We may share the personal information we collect with third parties as follows or as otherwise described in this Privacy Statement:

- when you make or accept a booking;

- when you sign up for and participate in the interactive areas of our Services, such as creating a user profile or writing a review;
- with vendors, consultants, business partners, and other service providers who need access to such information to carry out work on our behalf;
- In response to a request for information if we believe disclosure is in accordance with, or required by, any applicable law, regulation or legal process;
- If we believe your actions are inconsistent with our user agreements or policies, or to protect the rights, property or safety of BtheB, its employees, its users (including their pets), or the public;
- in connection with, or during negotiations of, any merger, sale of company assets, financing, acquisition, divestiture, bankruptcy, dissolution, or other transaction or proceeding involving sale, transfer or divestiture of all or a portion of our business or assets to another company, to the extent permitted under applicable law;
- between and among BtheB and our current and future parents, affiliates, subsidiaries and other companies under common control and ownership;
- on an aggregated and anonymized basis; and
- With your consent or at your direction.

Social Sharing Features

The Services may offer social sharing features and other integrated tools (such as the Facebook “Like” button), which let you share actions you take on our Services with other media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the entity that provides the social sharing feature. For more information about the purpose and scope of information collection and processing in connection with social sharing features, please visit the privacy policies of the entities that provide these features.

Information Security

BtheB takes reasonable measures designed to help protect information about you from loss, theft, misuse and unauthorized access, use, disclosure, alteration and destruction. Please be aware that no method of transmission over the Internet or through mobile applications is 100% safe. Therefore, although we use commercially reasonable means to protect your information, we cannot guarantee its absolute security.

Managing Your Account

You may update, correct or delete certain information about you at any time by logging into your account through our website or our mobile application and navigating to the ‘Profile’ link. If you need assistance, you may visit our [Help Center](#) or contact us using the contact information below.

If you wish to deactivate your account, please contact us using the contact information below.

Cookies

Refer to our [Cookie Policy](#) for information on how to manage your choices with cookies used on our website.