



## Bobby the Bulldog (BtheB) Privacy Statement

This Privacy Statement explains how **Bobby the Bulldog (“BtheB”)** collects, uses, and shares your personal information when you use our websites, mobile apps, and other online services (together called the “**Services**”) or otherwise interact with us. This statement does **not** cover websites, apps, or services that display or link to other privacy statements.

We may update this Privacy Statement from time to time. If we make changes, we will revise the date at the top of the page. For major changes, we will provide notice through the Services or by email. You should check this Privacy Statement regularly to stay informed about how we collect, use, and protect your information.

### 1. How We Collect Your Information

We collect information in different ways depending on how you interact with our Services, which Services you use, and the choices you make. This includes information you provide directly, information collected automatically, and information collected from third-party sources.

#### A. Information You Provide Directly

- **Account Information:** Name, email, postal address, phone number, photos, date of birth, pet details (breed, age, photos, veterinarian, immunizations), availability, and other account-related information. Used to create and manage your account, maintain Services, enable communication between users, send technical updates, and present content relevant to you. *Legal basis: Contract performance, legitimate interests.*
- **Communication Information:** Messages, reviews, and other communications sent through the Services or to/from BtheB (including recorded calls). Used to provide support, maintain Services, detect and prevent fraud, and respond to requests. *Legal basis: Consent, contract performance, legitimate interests, legal obligations.*
- **Payment & Tax Information:** Details about payments and transactions (amount, type, date). Processed via third-party payment providers. Used to process transactions, send confirmations and tax documentation, and detect/prevent fraud. *Legal basis: Contract performance, legitimate interests, legal obligations.*
- **Identification Information:** For service providers, we may collect IDs or documents (passport, driver’s license) to verify identity or run background checks. Used to verify identity, detect fraud, and create payment accounts with our processor. *Legal basis: Consent, contract performance, legitimate interests.*
- **Other Information:** Information from surveys, promotions, referrals, job applications, or other communications. Used to respond to requests, send offers, manage contests, fulfill referrals, or other purposes described when collected. *Legal basis: Consent, contract performance, legitimate interests.*

#### B. Information Collected Automatically

- **Log Information:** Browser type, access times, pages visited, IP address, and referring page. Used to present Services on your device, maintain and improve Services, send updates, detect fraud, and combine with other data to better understand your needs. *Legal basis: Consent, contract performance, legitimate interests.*

- **Device Information:** Hardware model, operating system, version, unique device identifiers, and mobile network information. Ensures Services run correctly on your device.
- **Location Information:** Device location when you use certain features (if you consent). Used to provide location-based services.
- **Cookies and Similar Technologies:** Cookies, web beacons, and other technologies to operate Services, remember preferences, analyze traffic, and show relevant content. For details, see our Cookie Policy.

## 2. How We Use Your Information

- Provide, maintain, and improve our Services.
- Enable communication between users and with BtheB.
- Process payments and send booking/payment confirmations.
- Detect and prevent fraudulent transactions, illegal activities, and security threats.
- Provide customer support and respond to comments, questions, and requests.
- Send relevant updates, offers, promotions, rewards, and news.
- Conduct identity verification or background checks when required.
- Carry out referrals, contests, and promotions.

## 3. How We Share Your Information

- With other users when you make or accept bookings or post content.
- With vendors, consultants, business partners, and service providers who need access to perform work on our behalf.
- If required by law, regulation, or legal process.
- To protect the rights, property, or safety of BtheB, its employees, users, or the public.
- During mergers, acquisitions, sales, or other business transfers.
- Between BtheB and affiliates, subsidiaries, or other companies under common control.
- In aggregated or anonymized form, so you cannot be identified.
- With your consent or direction.

**Social Sharing Features:** Some Services include buttons like “Share” or “Like.” Using these features may share your actions with friends or the public, depending on the social platform’s settings. For details, review the privacy policies of those platforms.

## 4. Information Security

We take reasonable measures to protect your information from loss, theft, misuse, or unauthorized access. However, no method of transmission or storage over the Internet or mobile applications is 100% secure. While we use commercially reasonable measures to protect your information, we cannot guarantee absolute security.

## 5. Managing Your Account

- You may update, correct, or delete certain information at any time by logging into your account and navigating to the “Profile” section.
- To deactivate your account, contact us directly.
- For cookie preferences and management, see our [Cookie Policy](#).