

Privacy Policy

Effective Date: 3/26/25

At Pleasant Pooch ("we," "our," or "us"), we value your privacy and are dedicated to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, protect, and share your personal data. We also outline your rights regarding your data and our commitment to ensuring that your information is not used in ways you haven't agreed to.

1. Information We Collect

When you interact with our services, we may collect the following types of personal information:

- **Personal Identification Information:** Name, email address, phone number, billing and shipping addresses
- **Account Information:** Username, password, and account settings
- **Communication Data:** Emails, messages, or other communications you send us

We collect your phone number for registration purposes and may share it with third-party service providers for verification purposes only

2. How We Use Your Information

We collect and use your personal data for the following purposes:

- **To Provide Our Services:** To process transactions, manage your account, and provide customer support.
- **To Improve User Experience:** To analyze how our services are used to make improvements and personalize your experience.
- **To Communicate With You:** To send you important updates, service-related notifications, or responses to your inquiries.
- **To Comply with Legal Obligations:** To comply with applicable laws and regulations.

3. Sharing Your Data

We want to be clear about how we share your data:

- **Internal Use:** Your data may be shared within our organization to fulfill the purposes outlined above.
- **Service Providers:** We may share your data with trusted third-party service providers who assist us in providing our services (e.g., payment processors, customer support). These third parties are contractually bound to maintain the confidentiality and security of your data and may only use it for the purpose of assisting us in delivering our services. We do not transfer consumer data to external organizations without consent. We have

implemented measures to prevent unauthorized sharing of user data, including encryption and access controls.

Important Note: We do not share your personal data, including mobile information, with third parties for marketing purposes. Data sharing is strictly limited to purposes necessary for our business operations

4. Commitment Not to Transfer Your Data to External Organizations

We are committed to ensuring that your personal data is not transferred to or shared with external organizations or third parties outside of the service providers mentioned above. We do not engage in practices such as selling, leasing, or renting your personal data to third parties. Any data shared with service providers will be strictly for the purposes of fulfilling services you have requested.

5. Your Rights and Choices

We respect your rights regarding your personal information, and you have the following choices:

- **Access and Update:** You can access and update your personal information at any time through your account settings or by contacting us directly.
- **Opt-Out of Marketing Communications:** You have the right to opt-out of receiving marketing emails or promotional communications from us. To opt out of future communications, text STOP or UNSUBSCRIBE
- **Data Deletion:** You have the right to request the deletion of your personal data, subject to legal obligations. To make such a request, please contact us.

6. Data Security

We take your privacy seriously and implement strong security measures to protect your personal data from unauthorized access, alteration, or disclosure. While we strive to protect your information, please remember that no method of transmission over the internet or electronic storage is completely secure.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will post the updated policy on this page with the updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please feel free to contact us at:

Pleasant Pooch LLC

info@pleasantpooch.com

(405) 513-7297

2920 E Waterloo Rd, STE 10, Edmond OK 73034

By using our services, you consent to the collection and use of your personal data as described in this Privacy Policy.

This privacy policy outlines your data collection, use, sharing, and security practices. It emphasizes the commitment to not sharing personal data with third parties for marketing purposes and provides users with the option to opt-out of marketing communications.

Data Sharing

- Customer data is not shared with 3rd parties for promotional or marketing purposes.
- Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data.

Messaging Terms and Conditions

- By providing your phone number and agreeing to receive texts, you consent to receive text messages from Pleasant Pooch, from 405-513-7297 regarding . Consent is not a condition of purchase. Message frequency varies. Message & data rates may apply. You can reply STOP to unsubscribe at any time or HELP for assistance. You can also contact us at 405-513-7297 or info@pleasantpooch.com. Mobile opt-in information is never shared with third parties.

Terms and Conditions Overview

Types of Messages:

Promotional
Informational
Marketing Content

Message Frequency:

Estimated as daily or weekly

Charges:

'Message and data rates may apply'

Subscription Management:

Text 'STOP' to unsubscribe
Text 'HELP' for assistance

