

SNOOF Privacy Policy

Effective Date: Jul 17, 2026

Privacy Policy

Welcome to SNOOF ("SNOOF," "we," "our," or "us"). Your privacy is important to us. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you visit our website, use our mobile application, or use any of our services (collectively, the "Services").

By using SNOOF, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We collect information to provide a safe, reliable marketplace connecting pet owners with people looking to spend time with companion animals.

Information You Provide

Depending on how you use SNOOF, we may collect:

- Name
- Email address
- Phone number
- Date of birth
- Profile photo
- Mailing address
- Payment information (processed securely by our payment providers)
- Government-issued ID (for identity verification, when applicable)
- Emergency contact information
- Information about your pets, including:
 - Name
 - Breed
 - Age
 - Photos
 - Vaccination status
 - Temperament
 - Behavioral information

- Training certifications
 - Special needs
 - Messages sent through the platform
 - Reviews and ratings
 - Customer support communications
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2. Information We Collect Automatically

When you use SNOOF, we may automatically collect:

- IP address
 - Device information
 - Browser type
 - Operating system
 - Approximate location
 - App usage information
 - Pages viewed
 - Search activity
 - Booking activity
 - Cookies and similar tracking technologies
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3. How We Use Your Information

We use your information to:

- Create and manage your account
- Verify your identity
- Facilitate bookings
- Process payments
- Send confirmations and receipts
- Match users with companion animals
- Improve our Services
- Personalize recommendations
- Prevent fraud and abuse
- Maintain platform safety
- Respond to customer support requests
- Send important updates about your account
- Send promotional communications (you may opt out at any time)

- Comply with legal obligations
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4. Background Checks and Verification

To help maintain a trusted community, SNOOF may perform identity verification and, where permitted by law, background checks on pet owners or other users.

Information used for verification may be shared with trusted third-party verification providers solely for this purpose.

5. Payment Information

Payments are processed by secure third-party payment processors.

SNOOF does **not** store your complete credit card or debit card numbers on our servers.

Please review the privacy policies of our payment providers for more information about how payment information is handled.

6. Location Information

If you enable location services, we may use your location to:

- Show nearby pets
- Display available bookings
- Improve search results
- Prevent fraud
- Enhance the user experience

You can disable location access through your device settings, although some features may not function properly.

7. Cookies

We use cookies and similar technologies to:

- Keep you logged in
- Remember your preferences
- Improve website performance
- Analyze traffic
- Measure marketing effectiveness

Most browsers allow you to control or disable cookies.

8. How We Share Information

We do **not** sell your personal information.

We may share information with:

- Payment processors
- Identity verification providers
- Background check providers
- Customer support providers
- Cloud hosting providers
- Analytics providers
- Marketing service providers
- Law enforcement when required by law
- Professional advisors, auditors, or insurers
- Potential buyers or successors if SNOOF is involved in a merger, acquisition, or sale of assets

We only share the information necessary to perform these services.

9. User Profiles

Certain information may be visible to other users, including:

- First name
- Profile photo

- Reviews
- Ratings
- Pet information
- General location (not your exact home address)
- Badges or verification status

Your exact address, payment information, and sensitive personal information are not publicly displayed.

10. Communications

When you use SNOOF, we may send:

- Booking confirmations
- Appointment reminders
- Safety updates
- Service announcements
- Transaction receipts
- Promotional emails

You can unsubscribe from marketing emails at any time.

11. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information.

However, no method of electronic storage or internet transmission is completely secure, and we cannot guarantee absolute security.

12. Data Retention

We retain personal information for as long as necessary to:

- Provide our Services
- Meet legal obligations
- Resolve disputes

- Enforce our agreements
- Prevent fraud

When information is no longer required, we will securely delete or anonymize it where appropriate.

13. Your Privacy Rights

Depending on where you live, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Delete your information
- Request a copy of your data
- Object to certain processing
- Withdraw consent where applicable
- Opt out of marketing communications

California residents may have additional rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA).

To exercise your rights, contact us using the information below.

14. Children's Privacy

SNOOF is not intended for children under 18 years of age.

We do not knowingly collect personal information from children. If we become aware that we have collected such information, we will delete it as required by law.

15. Third-Party Services

Our Services may contain links to third-party websites or integrate with third-party services.

We are not responsible for the privacy practices of those third parties.

16. International Users

If you access SNOOF from outside the United States, your information may be transferred to and processed in the United States or other countries where our service providers operate.

17. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

If we make material changes, we will update the Effective Date and provide notice through the Services where required by law.

18. Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, please contact us:

SNOOF

Email: privacy@snoofpets.com

Website: www.snoofpets.com

Thank you for trusting SNOOF. We are committed to protecting your privacy while helping create meaningful connections between people and companion animals.