

Backyard Buddies LLC - Privacy Policy

Effective Date: October 2026

At Backyard Buddies LLC, we respect your privacy and are committed to protecting the personal information of our clients and the safety and well-being of their pets. This Privacy Policy outlines the types of information we collect, how it is used, and the measures we take to safeguard your data across our daycare, boarding, and wash services.

Information Collected

To provide high-quality care and maintain facility health and safety standards, we collect both personal client information and detailed records regarding your pet.

Category	Information Details
Client Personal Details	Full name, email address, primary phone number, residential address, and emergency contact details.
Pet Records & Profiles	Pet name, breed, age, vaccination records, medical history, behavioral notes, and specific care preferences.
Transaction & Service Data	Booking history, billing details, payment records, and service communication preferences.

How Information Is Used

We utilize the collected information strictly for business operational purposes and to deliver safe, tailored care for your pets. Key uses include:

- Managing bookings, reservations, and service schedules.
- Sending service updates, confirmation notices, and routine care reminders.

- Processing payments and maintaining accurate billing records.
- Contacting emergency contacts or designated veterinarians in the event of a medical emergency.
- Maintaining facility health and safety standards by ensuring all pets meet vaccination and health requirements.

Information Sharing & Disclosure

We respect your personal data and maintain a strict policy regarding its distribution.

- **No Data Sales:** We do not sell, rent, or trade your personal information or pet data to third parties under any circumstances.
- **Emergency Medical Care:** In the event of a medical concern or emergency, relevant details (including health history and vaccination status) may be shared directly with veterinary partners or emergency animal clinics.
- **Legal Requirements:** We may disclose client information if required to do so by law, court order, or governmental authorities.

Data Security

We employ robust physical and digital protective measures to safeguard client records against unauthorized access, loss, or misuse:

- **Digital Security:** Digital records are stored in secure, password-protected systems with restricted access limited to authorized staff.
- **Physical Security:** Any physical documentation, such as paper intakes or medical consent forms, is kept in secured, staff-only administrative areas.
- **Data Retention:** Information is retained only as long as necessary to fulfill service agreements, legal obligations, and operational requirements.

Media & Photo Release

During daycare, boarding, or wash services, our team frequently takes photos and videos of participating pets.

Unless explicitly opted out in writing prior to service, client consent allows Backyard Buddies LLC to use photos and video footage of pets for promotional materials, website displays, and social media content. We will never share personal owner information alongside pet media without explicit consent.

Contact Information & Updates

Clients have the right to access, update, or correct their personal details and pet profiles at any time. If you have questions regarding this policy or wish to submit an update to your records, please contact us:

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