

Privacy Policy for Fromtheheartdogservices.com

Last Updated: August 14, 2025

At From the Heart Dog Services, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, Fromtheheartdogservices.com, or use our services. Please read this policy carefully. If you do not agree with the terms of this Privacy Policy, please do not access the site or use our services.

1. Information We Collect

We may collect information about you in a variety of ways. The information we may collect includes:

Personal Data

- **Contact Information:** Name, email address, phone number, and mailing address provided when you book services, fill out forms, or contact us.
- **Pet Information:** Details about your pet(s), such as name, breed, age, and specific care requirements, are provided during service inquiries or bookings.
- **Payment Information:** Credit card details or other payment information processed through secure third-party payment processors when you make a purchase or pay for services.

Automatically Collected Data

- **Usage Data:** Information about your interactions with our website, such as pages visited, time spent on the site, and links clicked.
- **Device Information:** IP address, browser type, operating system, and device identifiers collected when you access our website.
- **Cookies and Tracking Technologies:** We use cookies and similar technologies to enhance your experience, analyze site performance, and personalize content. You can manage cookie preferences through your browser settings.

2. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain our services, including scheduling Dog Day Care, Day Train, Training Camps, Boarding, On-Site and In-Home Private lesson appointments.
- Process payments and complete transactions securely through third-party payment processors.
- Communicate with you, including responding to inquiries, sending booking confirmations, and providing updates about our services.
- Improve our website and services by analyzing usage trends and user preferences.
- Send promotional emails or newsletters about our services, special offers, or events (you may opt out at any time).
- Comply with legal obligations and protect the security of our website and services.

3. How We Share Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information in the following circumstances:

- **Service Providers:** With trusted third-party service providers (e.g., payment processors, email marketing platforms, or website hosting services) who assist us in operating our business. These providers are contractually obligated to protect your information.
- **Legal Requirements:** If required by law, such as to comply with a subpoena, court order, or other legal process.
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets, your information may be transferred to the acquiring entity.
- **With Your Consent:** When you explicitly consent to share your information with a third party.

4. Data Security

We implement reasonable physical, technical, and administrative measures to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Your Choices and Rights

You have the following rights regarding your personal information:

- **Access and Update:** You may request access to or updates of the personal information we hold about you.

- **Opt-Out:** You may opt out of receiving promotional emails by clicking the "unsubscribe" link in our emails or contacting us directly.
- **Cookies:** You can disable cookies through your browser settings, though this may affect your ability to use certain features of our website.
- **Do Not Track:** Our website does not currently respond to "Do Not Track" signals from browsers.

If you are a resident of certain jurisdictions, such as the European Union or California, you may have additional rights, including the right to request deletion of your data or restrict its processing. Please contact us to exercise these rights.

6. Third-Party Links

Our website may contain links to third-party websites, such as social media platforms or payment processors. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review their privacy policies before providing personal information.

7. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that a child under 13 has provided us with personal information, we will take steps to delete such information.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website with a revised "Last Updated" date. Please review this policy periodically.

9. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please get in touch with us at:

From the Heart Dog Services

Email: bark@fromtheheartdogservices.com

Phone: (800) 452-5411

Mailing Address: 360 East Maple Road, Suite A, Troy, MI, USA 48083

Thank you for trusting From the Heart Dog Services with your information. We are committed to keeping your trust and providing exceptional care for your pets.