

Privacy Policy

Backyard Bark Co. LLC • Effective July 19, 2026

This Privacy Policy explains how Backyard Bark Co. LLC collects, uses, discloses, and protects personal information.

1. Introduction

Backyard Bark Co. LLC ("Backyard Bark Co.," "we," "our," or "us") values your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website, request a quote, schedule services, or communicate with us.

By using our website or services, you agree to the practices described in this Privacy Policy.

2. Information We Collect

Personal Information

- Name
- Email address
- Phone number
- Service address
- Billing address, if different
- Payment information processed securely by our payment provider
- Pet-related service information you choose to provide

Automatically Collected Information

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of website visits
- Cookies and similar technologies

3. How We Use Your Information

- Schedule and provide services
- Process payments
- Communicate about appointments and billing
- Respond to customer inquiries
- Improve our website and services
- Send service updates and important account notifications
- Send promotional emails or text messages when permitted by law; you may opt out at any time

4. Payment Information

We do not store your complete credit or debit card information. Payments are processed through secure third-party payment providers that are responsible for safeguarding your payment information.

5. Information Sharing

We do not sell your personal information.

We may share information only with trusted service providers that assist us in operating our business, such as:

- Payment processors
- Scheduling software providers
- Customer communication platforms
- Website hosting providers
- Accounting and bookkeeping providers

These providers may access only the information necessary to perform their services on our behalf.

We may also disclose information when required by law or to protect our legal rights.

6. Cookies and Analytics

Our website may use cookies and similar technologies to:

- Improve website functionality
- Remember user preferences
- Measure website performance
- Understand visitor behavior
- Improve customer experience

You may adjust your browser settings to refuse cookies; however, some website features may not function properly.

7. Data Security

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

While no method of electronic transmission or storage is completely secure, we take reasonable steps to safeguard your information.

8. Data Retention

We retain customer information only as long as reasonably necessary to:

- Provide services
- Maintain business records
- Comply with legal obligations
- Resolve disputes
- Enforce our agreements

When information is no longer needed, we will securely delete or anonymize it where practical.

9. Your Privacy Rights

Depending on applicable law, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of eligible information
- Opt out of marketing communications
- Ask questions about how your information is used

To exercise these rights, please contact us using the information below.

10. Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from children under the age of 13. If we become aware that such information has been collected, we will take reasonable steps to delete it.

11. Third-Party Links

Our website may contain links to third-party websites or services. Backyard Bark Co. is not responsible for the privacy practices or content of those third-party sites. We encourage you to review their privacy policies before providing personal information.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When material changes are made, the updated version will be posted on our website with a revised effective date.

Your continued use of our website or services after changes become effective constitutes acceptance of the updated Privacy Policy.

13. Contact Us

Questions, requests, or concerns regarding this Privacy Policy or the handling of personal information may be directed to Backyard Bark Co. LLC using the contact information below.

Backyard Bark Co. LLC

Website: backyardbarkco.com

Email: hello@backyardbarkco.com

Phone: (470) 800-0440

Mailing Address: Available upon request