Privacy Policy

1. Introduction
YNPS Pet Care LLC ("YNPS," "we," or "us") is a Pennsylvania limited liability company based in Doylestown, Pennsylvania. This policy describes how we collect, use, share, and safeguard information relating to our website, inquiries, and pet-care services.

2. Information We Collect
We may collect client names, email addresses, phone numbers, service addresses, emergency contacts, household access instructions, pet profiles, feeding and medication directions, behavioral and safety notes, veterinary details, signed authorizations, communications, service history, billing records, and photographs. Our website and hosting providers may collect technical information such as IP addresses and browser information.

3. Purposes of Processing
We use information to respond to inquiries, assess and confirm bookings, provide pet care, coordinate personnel, communicate updates and emergencies, prepare and review invoices, process payments, maintain records, investigate incidents, and meet legal obligations.

4. Client Database and Independent Contractors
YNPS maintains a client-care database using Supabase. Authorized independent contractors currently may access records across the database, including clients not assigned to them. Access is intended for legitimate YNPS business purposes only. Contractors are expected to maintain confidentiality. YNPS should verify technical access controls and contractor agreements before publication.

5. AI-Assisted Administration
YNPS uses MyCo, provided by HoneyBook, Inc., for administrative assistance including billing, scheduling, and contractor reminders. Relevant client contact, scheduling, and billing information may be processed through MyCo and its connected services. MyCo's privacy policy permits certain research and service-improvement uses; YNPS does not claim that client data is categorically excluded from AI model training. YNPS reviews invoices before issuing them.

6. Service Providers and Disclosures
YNPS uses Zoho CRM, Zoho Invoice, QuickBooks, Supabase, MyCo, and other necessary hosting, communications, and payment providers. We may disclose information to authorized contractors, vendors, professional advisers, insurers, and authorities where appropriate and lawful.

7. Communications
We communicate about inquiries, visits, emergencies, invoices, and scheduling by email, phone, and text, including iMessage. This policy does not authorize unsolicited automated promotional messaging.

8. Photographs
Photos may be used privately for care updates. Public website, social media, advertising, or memorial use requires separate optional permission.

9. Security and Retention
YNPS seeks to use reasonable administrative and technical safeguards; no system is completely secure. Information is retained as reasonably necessary for services, accounting, legal obligations, and disputes. Providers may have their own retention practices.

10. Requests and Children
Clients may request access, correction, or deletion by contacting YNPS; requests are subject to applicable law and legitimate retention obligations. Our website is not directed to children under 13.

11. Cookies and Changes
Website analytics, cookies, and tracking remain under review; this section must be updated following a technical audit. We may update this policy and publish a revised effective date.

12. Contact
YNPS Pet Care LLC | Doylestown, Pennsylvania | info@ynpspetcare.com | https://ynpspetcare.com