



Compassionate Pet Support When It Matters Most

PRIVACY POLICY

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Angel Wings 4 Pets (“Angel Wings 4 Pets,” “we,” “us,” or “our”) provides in-home pet aftercare — pickup, transportation, and cremation services — for grieving families across Orange County, California, and surrounding areas. We know you are trusting us with your information during one of life’s most difficult moments, and we treat that trust with the same care we extend to your pet.

This Privacy Policy explains what information we collect, how we use and protect it, who we share it with, and the choices you have. It applies to angelwings4pets.com, to our phone, text, and email communications, and to the services we provide. By using our website or services, you agree to the practices described in this Policy.

1. About This Policy

This Policy covers personal information collected through our website, our phone and text communications (including our AI-driven intake care system described in Section 4), our online estimate and scheduling tools, and the in-home and aftercare services we perform. It does not cover the practices of third parties we do not control (see Section 14).

2. Information We Collect

We collect only what we need to serve your family with care and to operate our business honestly:

- **Contact and identity information** — your full name, phone number, email address, mailing or service address, city and ZIP code, and your preferred method of contact.
- **Service request information** — your pet’s name, species or breed, approximate age and weight, your chosen destination (our trusted cremation facility or your regular veterinary clinic), your chosen cremation path and method, your veterinarian or referring provider, the pickup location, and scheduling details.
- **Payment information** — amounts due and billing details. Payment card numbers are processed by our third-party payment processor and are not stored on our systems.
- **Communications** — the contents of the calls, voicemails, text messages, web forms, and emails you exchange with us, including with our AI-driven intake care system.
- **Website and device information** — IP address, browser and device type, pages visited, referring links, and similar analytics data collected through cookies and comparable technologies (see Section 6).

3. How We Use Your Information

We use the information we collect to:

- Respond to your inquiries and support requests, day or night.
- Coordinate and perform in-home pickup, transportation, and cremation aftercare.
- Build estimates and schedule pickups, by phone or online.
- Notify and coordinate with your veterinarian or referring provider when you authorize us to do so.
- Process payments and maintain accurate service and transaction records.
- Send service confirmations, timeline updates, and aftercare communications.
- Operate, secure, and improve our website and services.
- Comply with our legal obligations and enforce our terms.

We do not use your information to make decisions producing legal or similarly significant effects about you without human involvement.

4. Our AI-Driven Intake Care System

Angel Wings 4 Pets uses an AI-driven intake care system as the first point of contact for calls, texts, and web inquiries. It is trained on the way our team cares for families, so it can answer your questions accurately, share transparent pricing, build an estimate, and schedule a pickup — by phone or online — at any hour. When you communicate with our intake care system, the information you provide is collected and used for the purposes described in this Policy and is passed to our team and service partners so we can reach your home. Every in-person moment of our service — the arrival, the care of your pet, and the return — is performed by a member of our team. We disclose the AI nature of our intake openly, because transparency is part of how we earn your trust.

5. How We Share Information

We do not sell your personal information, and we do not share it for cross-context behavioral advertising. We share information only as needed to provide our services and operate our business, with the following categories of recipients:

- **Service providers and vendors** who support our operations — including our trusted cremation and aftercare facilities, website hosting and IT providers, communications and scheduling tools, analytics providers, and payment processors — who may use the information only to perform services for us.
- **Your veterinarian or referring provider**, when you authorize us to notify or coordinate with them on your behalf (see Section 12).
- **A Pet's Farewell**, our sister in-home pet euthanasia service, where a referral or continuity of care between the two services is involved and you have asked us to coordinate.
- **Legal and safety recipients**, when required by law, subpoena, or legal process, or to protect the rights, property, or safety of our families, our team, or the public.
- **A successor entity**, if our business is involved in a merger, acquisition, or sale of assets, in which case we will continue to protect your information as described in this Policy.

6. Cookies and Analytics

Our website uses cookies and similar technologies for essential functions, performance, and analytics — including session cookies, performance cookies, and analytics tools (such as Google Analytics) that help us understand how visitors use the site so we can improve it. You can control or disable cookies through your browser settings, though some features may not work as intended. Where required, we honor recognized opt-out preference signals, including Global Privacy Control (GPC).

7. SMS / Text Message Communications and Consent

If you provide your mobile number and consent to receive text messages from Angel Wings 4 Pets, you agree to receive service-related and conversational SMS messages — including appointment and pickup details, scheduling confirmations, timeline updates, and links to any consent or service forms that require your signature. We do not send marketing or promotional text messages without your separate consent.

- Reply STOP to opt out at any time; reply HELP for assistance.
- Message and data rates may apply.
- Message frequency may vary.
- We do not sell or share your mobile opt-in information or text-message consent with third parties or affiliates for their own marketing.
- See our Privacy Policy at angelwings4pets.com/privacy-policy for full terms.

8. Email Communications

We send service-related emails such as confirmations, estimates, timeline updates, and aftercare follow-up. You may opt out of non-essential emails at any time using the unsubscribe link or by contacting us. We may still send transactional messages necessary to provide the service you requested.

9. Data Security

We use commercially reasonable administrative, technical, and physical safeguards to protect your information against unauthorized access, loss, or misuse. No method of transmission or storage is completely secure, however, and we cannot guarantee absolute security.

10. Data Retention

We keep personal information only as long as needed for the purposes described in this Policy — to provide our services, maintain accurate service and transaction records, resolve disputes, and meet our legal, tax, and accounting obligations — after which we securely delete or de-identify it. Specific retention periods are maintained in our internal records schedule and are available on request.

11. Your California Privacy Rights

If you are a California resident, the California Consumer Privacy Act, as amended by the California Privacy Rights Act, gives you the following rights regarding your personal information:

- The right to know what personal information we collect, how we use it, and the categories of recipients we disclose it to.
- The right to access a copy of the personal information we hold about you.
- The right to correct inaccurate personal information.
- The right to delete personal information, subject to legal exceptions.
- The right to opt out of the sale or sharing of personal information — we do not sell or share personal information.
- The right to limit the use of sensitive personal information — we do not use sensitive personal information beyond what is necessary to provide our services.
- The right not to be discriminated against for exercising any of these rights.

To exercise any of these rights, contact us using the details in Section 16. You may use an authorized agent to submit a request on your behalf. We will take reasonable steps to verify your identity before fulfilling a request.

12. Veterinary Partner Communications

As part of our service, and with your authorization, we communicate with your veterinarian or referring provider to support continuity of care — for example, to notify your veterinarian of your pet's passing, coordinate records, or arrange transport to your chosen clinic. We share only the information reasonably necessary for these purposes, and we handle every such communication with professionalism and discretion.

13. Children's Privacy

Our website and services are intended for adults and are not directed to children under 18. We do not knowingly collect personal information from children under 18. If you believe a child has provided us with personal information, please contact us and we will take appropriate steps to delete it.

14. Third-Party Links

Our website may contain links to third-party websites that we do not control. This Policy does not apply to those sites. We encourage you to review the privacy policy of any website you visit.

15. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last Updated" date above and, where appropriate, provide additional notice. Your continued use of our website or services after an update means you accept the revised Policy.

16. Contact Us

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

- **Angel Wings 4 Pets**
- **Phone:** (844) 4-LUV-PET · (844) 458-8738 — available day or night
- **Email:** admin@angelwings4pets.com
- **Website:** angelwings4pets.com
- **Service area:** Orange County, California, and surrounding areas, with a Los Angeles County location forthcoming.

This Policy is governed by the laws of the State of California.