

# Pup Planner Privacy Policy

Last reviewed: 4-18-2025

## 1. Introduction

Welcome to the Pup Planner mobile application (“the App”) by Wondfo USA Co., Ltd. (“Wondfo”). This Privacy Policy explains how we collect, store, use, disclose, and safeguard your information when you use the App. Please read this Privacy Policy carefully before using the App. By creating an account, accessing or using the App, you agree to be bound by and comply with each of the terms of this Privacy Policy. If you disagree with any part of this Privacy Policy or our other Terms and Conditions or policies, then you may not access the App. This Privacy Policy applies to all information we collect through the App.

## 2. What Information Do We Collect?

### a. Personal Information

We may collect personal information that you provide directly, such as your name, email address, phone number, street address, date of birth and other contact or identification details. We also collect information that you provide when you contact us, such as through email correspondence with us, chat conversations with us, recorded conversations, response to surveys and the like. We also collect your activity across the App, including but not limited to content and messages that you create, post, share or distribute, metadata about content and messages, types of content that you view or interact with, apps and features you use and what actions you take in them, and the time, frequency and duration of your activities on the App.

**b. Non-Personal Information:** We may collect non-personal information about your use of the App, including but not limited to device and software information, app usage data, technical information, information about the network you connect your device to and your connection (including your IP

address), information about the App's performance on your device and information from cookies and similar technologies.

### **3. How We Use Your Information**

We may use the information we collect for various purposes, including but not limited to:

- providing and improving the App,
- responding to user inquiries and customer support,
- resolve disputes and troubleshoot problems,
- maintain the integrity of the App,
- prevent potentially fraudulent, prohibited or illegal activities and enforce our Terms and Conditions and other policies,
- sending you technical notices, updates, security alerts, and support messages,
- measuring and analyzing user trends and preferences, and
- performing other duties as required by law.

We retain your information for as long as needed or permitted in the context of the purpose for which it was collected and consistent with applicable law. When you are no longer our customer, we continue to use and share your information as described in this Privacy Policy.

### **4. Disclosure of Your Information**

We do not sell any of your information to anyone. We may disclose your information to third parties as follows:

**a. Third-Party Service Providers:** We may share information with third-party service providers that perform services on our behalf.

**b. Business Transfers:** In the event of Wondfo's merger, acquisition, reorganization, or sale of assets, your information may be transferred as part of that transaction.

**c. Legal Compliance:** We may disclose information to comply with applicable laws, regulations, legal processes, or government requests.

## **5. Security**

We take reasonable measures to help protect your personal information from unauthorized access, use, or disclosure.

## **6. Your Choices**

You may have the option to control what information we collect and how it is used. You can typically do this through your device settings or directly within the App. Some information is required for the App to work. Other information is optional, but without it, the quality of your experience might be negatively impacted.

## **7. Children's Privacy**

The App is not intended for or directed to individuals under the age of 18, and we do not knowingly collect personal information from children. If we obtain actual knowledge that we have collected personal information an individual under the age of 18, we will promptly delete it, unless we are legally obligated to retain such data. Contact us if you believe that we have mistakenly or unintentionally collected information from an individual under the age of 18.

## **8. Changes to this Privacy Policy**

We reserve the right to update or change our Privacy Policy at any time. Your continued use of the App after we post any modifications constitutes your acknowledgment of the changes and agreement to abide by and be bound by the same.

**9. Contact Us:** If you have any questions about this Privacy Policy, please contact us at [pupplanner@wondfousa.com](mailto:pupplanner@wondfousa.com). Thank you for using the Pup Planner App!