

PupPass Privacy Policy

PUP PASS LLC d/b/a PupPass | Effective September 22, 2026 | puppass.app

This Privacy Policy describes PupPass's practices for personal information used in connection with its website and administrative services. It is intentionally separate from any HIPAA Notice of Privacy Practices.

1. Scope

This Privacy Policy explains how PUP PASS LLC d/b/a PupPass collects, uses, discloses, retains, and protects personal information through puppass.app and related administrative services. It applies to information PupPass controls and does not replace a licensed professional's separate privacy obligations for clinical records.

2. Information We Collect

- Identity and contact information, such as legal name, date of birth, email address, telephone number, city, ZIP code, and Florida residency information.
- Service information, such as renter status, pet type, pet name, appointment/assignment status, and other non-clinical administrative information needed to coordinate an evaluation.
- Referral information, such as the name, phone number, or organization associated with a referral.
- Transaction information, such as payment status, amount, transaction identifiers, and related records. Payment-card details may be collected directly by a payment processor rather than stored by PupPass.
- Technical information, where collected, such as IP address, device/browser information, timestamps, security logs, cookies, and website usage information.
- Communications and customer-support information you choose to provide.

PupPass's website is designed so that clinical symptoms, diagnoses, treatment history, medications, and other clinical information needed for an evaluation are collected directly by the evaluating professional rather than through the standard PupPass intake process.

3. How We Use Information

- Create and administer customer records and coordinate assignment to an independent licensed professional.
- Process and reconcile payments, refunds, and transaction records.
- Provide scheduling, customer support, service updates, and documentation coordination.
- Track referrals and, where applicable, administer referral compensation.
- Protect customers, professionals, PupPass, and the platform from fraud, misuse, security incidents, and unlawful activity.
- Maintain business, accounting, tax, compliance, and dispute records.
- Improve website reliability, operations, and user experience.
- Comply with legal process and applicable law.

4. How We Disclose Information

PupPass may disclose personal information only as reasonably necessary for legitimate business and legal purposes, including:

- To the independent professional assigned to the customer, for evaluation coordination and contact.

- To service providers that perform hosting, payment processing, communications, security, analytics, accounting, or other business functions, subject to applicable contractual and legal safeguards.
- To professional advisers, insurers, auditors, or authorities when reasonably necessary to protect rights, investigate misconduct, comply with law, or respond to lawful process.
- In connection with a merger, financing, acquisition, reorganization, sale of assets, or similar business transaction, subject to applicable law.

PupPass does not sell personal information for money. If PupPass later engages in activity legally defined as a “sale” or “sharing” that creates additional consumer rights, this Policy and applicable website controls should be updated before that activity begins.

5. Clinical Information and Professional Records

The evaluating professional is responsible for collecting the clinical information needed to perform the evaluation and for maintaining the professional clinical record in accordance with applicable law, licensure requirements, and professional standards. Customers should not place diagnoses, symptoms, medication information, treatment history, or other clinical details into ordinary PupPass CRM notes, referral fields, or customer-support communications unless specifically instructed through an approved process.

PupPass may receive limited status information needed to administer the service, such as whether an evaluation has been completed and whether documentation is to be prepared. This Policy does not determine whether any particular information is protected health information under HIPAA; that question depends on the applicable legal relationship and circumstances.

6. Cookies and Similar Technologies

PupPass may use cookies and similar technologies that are necessary for website operation, security, session management, fraud prevention, preferences, and permitted analytics. Where applicable law requires consent or opt-out choices for particular technologies, PupPass will provide the required controls.

7. Data Security

PupPass uses reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. Safeguards may include access controls, authentication, least-privilege permissions, encrypted transmission, vendor controls, logging, and account-security practices where appropriate.

No electronic system is completely secure, and PupPass cannot guarantee absolute security.

8. Data Retention

PupPass retains personal information for only as long as reasonably necessary for the purposes described in this Policy, including service delivery, accounting, tax, fraud prevention, dispute resolution, contractual obligations, and legal compliance. Retention periods may differ by record type. Information may be deleted, anonymized, or retained when legally required or reasonably necessary to establish or defend legal claims.

9. Your Choices and Requests

Subject to applicable law and verification of identity, you may contact PupPass to request access to or correction of certain personal information maintained by PupPass, ask privacy questions, or request deletion where applicable. Some information may need to be retained for legal, transactional, security, or recordkeeping reasons.

Requests concerning the professional's clinical record should be directed to the evaluating professional.

10. Children

PupPass services are intended for adults. PupPass does not knowingly offer the standard service directly to children under 18. If a legally permissible service involving a minor is ever offered, appropriate parent or legal-guardian involvement and additional safeguards may be required.

11. Third-Party Websites and Services

Links or integrations may lead to services controlled by third parties. Their privacy practices are governed by their own policies. PupPass encourages users to review those policies before providing information.

12. Security Incidents and Legal Notices

If a security incident involving personal information triggers a notification obligation under applicable law, PupPass will provide notices as required. Florida law imposes requirements concerning protection of personal information and certain data-breach notifications.

13. Changes to This Policy

PupPass may update this Policy as its services, vendors, or legal obligations change. The current version will be posted with an updated effective date. Material changes will be communicated when required by law.

14. Contact

For privacy questions or requests, contact PUP PASS LLC d/b/a PupPass at admin@puppass.app. Business mailing address: 1720 Nick Nuccio Parkway, Unit 502, Tampa, Florida 33605.

Contact: admin@puppass.app