

Privacy Policy

Effective Date: 08/01/2026

At **Pawionic**, your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you interact with our website, products, and services. By using Pawionic's services, you agree to the terms defined in this policy. If you do not agree with our policies, please do not use our services.

1. Information Collected

The information collected is used to deliver effective products and services to the highest standard.

1.1 Personal Information

This may include:

- **Owner Information:** Name, phone number, email address and location (country/state).
- **Pet Information:** Name, age, species/breed, condition or mobility issue, and required device type.
- **Veterinary Information:** Veterinarian or clinic name, contact details, and relevant medical or mobility records provided with consent.

1.2 Non-Personal Information

- **Website Usage Data:** Pages visited, browser type, device type, and interaction data.
- **Cookies & Analytics:** Collected only with user consent to improve website performance and user experience.

2. How We Collect Information

We collect information through:

- **Online Forms:** Consultation, enquiry, and contact forms on our website.
- **Email & Phone Communication:** Information shared during correspondence with the team at Pawionic.
- **Cookies & Tracking Technologies:** When you opt in to cookie usage via our website.

3. How We Use Your Information

We use your information to support Pawionic's services and operations.

3.1 Service Delivery

- To assess suitability for custom veterinary mobility devices.
- To communicate regarding consultations, designs, orders, and delivery.
- To provide customer support and respond to enquiries.

3.2 Communication & Marketing

- To send educational content, promotions and relevant product information.
- To notify you of changes to our services or policies.
- You may opt out of marketing communications at any time.

3.3 Internal Operations & Improvement

- To improve our products, services, and website functionality.
- To understand customer needs and improve user experience.

4. Information Sharing and Disclosure

Pawionic **does not sell your personal data**.

We may share information only in the following circumstances:

4.1 Trusted Third-Party Providers

We may share necessary information with service providers who support our operations, such as:

- Payment processors and shipping platforms
- Email and customer communication platforms
- Secure data storage and analytics services

These providers are contractually obligated to protect your information.

4.2 Legal Obligations

We may disclose information if required to comply with applicable laws, regulations, or legal processes.

5. Data Storage and Security

We take reasonable steps to protect your personal information using industry-standard safeguards, including:

- Secure servers and encrypted platforms
- Limited access to personal data
- Trusted third-party software providers

While we strive to protect your information, no digital system is 100% secure. Please consider safe online security practices.

6. Your Rights

Depending on your location, you may have the right to:

- **Request Access:** Ask what personal data we hold about you.
- **Request Corrections:** Update or correct inaccurate information.

- **Opt Out:** Unsubscribe from marketing emails at any time.
- **Request Deletion or Restriction:** Where legally applicable, request deletion or anonymisation of your data.

To exercise these rights, contact us using the details below.

7. Cookies and Tracking Technologies

We use cookies to enhance website performance and user experience. You can manage or withdraw cookie consent through the cookie banner on our website.

8. Children's Privacy

Pawionic's services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children. If you believe such information has been collected, please get in contact immediately, so the right action can be taken.

9. International & Legal Compliance

Pawionic aims to comply with applicable data protection laws, including UK GDPR, EU GDPR, and other relevant privacy regulations where applicable. We will respond to data requests in accordance with legal requirements.

10. Policy Updates

We may update this Privacy Policy periodically. Any changes will be posted on our website with an updated effective date. Continued use of our services constitutes acceptance of the revised policy.

11. Contact Information

For questions, concerns, or privacy-related requests, please contact us at:

 info@pawionic.com