**Scooper Heroes - Privacy Policy**

Scooper Heroes (“Company,” “we,” “our,” or “us”) is committed to protecting the privacy of our clients. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you use our website, [scooperheroes.org](http://scooperheroes.org), or our services. By using our website and services, you agree to the practices described in this policy.

**1. Information We Collect**

We collect the following types of information:

**a. Personal Information**

When you sign up for our services, contact us, or use our website, we may collect personal information, such as:

* Name
* Address
* Phone number
* Email address
* Payment information (for billing purposes)

**b. Non-Personal Information**

We also collect non-personal information that does not directly identify you, such as:

* IP address
* Browser type
* Device information
* Pages viewed and time spent on the website
* Cookies and similar tracking technologies

**2. How We Use Your Information**

The information we collect is used for the following purposes:

* **Service Delivery:** To provide and manage the pet waste removal services you request.
* **Billing and Payment Processing:** To process payments for the services rendered.
* **Communication:** To respond to your inquiries, provide updates, and communicate with you regarding service appointments.
* **Improvement of Services:** To analyze website traffic and usage trends to improve our services and user experience.
* **Legal Compliance:** To comply with legal requirements or protect our business interests if necessary.

**3. How We Share Your Information**

We value your privacy and will not sell, rent, or share your personal information with third parties, except in the following circumstances:

* **Service Providers:** We may share information with trusted third-party service providers who assist us in delivering services (e.g., payment processors, web hosting services). These third parties are obligated to protect your information and use it only for the services they provide to us.
* **Legal Obligations:** We may disclose your information if required by law or in response to valid requests by public authorities.
* **Business Transfers:** If Scooper Heroes is involved in a merger, acquisition, or asset sale, your personal information may be transferred as part of that transaction.

**4. Cookies and Tracking Technologies**

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small files stored on your device that allow us to recognize your browser and capture certain information.

* **Types of Cookies We Use:**
	+ **Essential Cookies:** Necessary for the website to function properly.
	+ **Performance Cookies:** Help us understand how visitors interact with our website and improve user experience.
	+ **Functional Cookies:** Remember your preferences and choices on the website.

You can choose to disable cookies through your browser settings, but this may affect your ability to use certain features of our website.

**5. Data Security**

We are committed to ensuring the security of your personal information. We implement industry-standard security measures to protect your data from unauthorized access, disclosure, alteration, or destruction.

* **Encryption:** Sensitive data, such as payment information, is encrypted during transmission using secure socket layer (SSL) technology.
* **Access Control:** Only authorized personnel have access to personal information, and they are required to keep such information confidential.

However, no method of transmission over the internet or method of electronic storage is 100% secure, so we cannot guarantee absolute security.

**6. Your Data Protection Rights**

You have the following rights regarding your personal information:

* **Access:** You have the right to request a copy of the personal information we hold about you.
* **Correction:** You may request that we correct or update inaccurate information.
* **Deletion:** You have the right to request the deletion of your personal information, subject to legal and contractual limitations.
* **Objection:** You can object to the processing of your personal data under certain conditions.

To exercise any of these rights, please contact us using the information provided below.

**7. Children’s Privacy**

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us, and we will promptly delete the information.

**8. Third-Party Links**

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of any third-party websites you visit.

**9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or services. Any changes will be posted on this page, and the effective date will be updated accordingly. Your continued use of our services after any changes indicates your acceptance of the updated policy.

**10. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or how we handle your personal information, please contact us:

**Scooper Heroes**
Website: [scooperheroes.org](http://scooperheroes.org)
Phone: 803-221-0588
Email: admin@scooperheroes.org