

PRIVACY POLICY

Mochi Mob LLC

Effective Date: June 13, 2026

1. Introduction

Mochi Mob LLC ("Mochi Mob," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains what personal information we collect, how we use it, with whom we share it, and your rights with respect to that information. By using our services or website, you agree to the terms of this Privacy Policy.

2. Information We Collect

We collect the following categories of personal information:

2.1 Information You Provide

- Name and contact information (email address, phone number, home address, home access instructions)
- Pet information (dog name, breed, age, weight, temperament notes, medical history or special needs)
- Vaccination records and veterinarian contact information
- Payment information (processed and stored securely by Stripe; Mochi Mob does not store raw card data)
- Emergency contact information

2.2 Information Collected Automatically

If you visit our website, we may collect standard log data such as your IP address, browser type, pages visited, and time of visit. This information is used solely for website performance and security purposes.

3. How We Use Your Information

We use the information we collect to:

- Schedule, manage, and deliver dog walking services
- Process payments and send receipts
- Communicate with you about bookings, cancellations, and service updates
- Maintain health and safety records for your dog(s)
- Contact you or your emergency contact in the event of an incident

- Improve our services and website experience
- Comply with applicable legal obligations

4. Payment Information

All payment processing is handled by Stripe, Inc., a PCI-DSS compliant payment processor. By providing your payment details, you authorize Mochi Mob to store a tokenized version of your payment method via Stripe for the purpose of automatically charging your card upon completion of each service. Mochi Mob does not have access to your full card number, CVV, or other sensitive payment credentials. Stripe's privacy practices are governed by their own Privacy Policy, available at stripe.com/privacy.

5. How We Share Your Information

We do not sell, rent, or trade your personal information. We may share your information only in the following limited circumstances:

- Service providers: We share information with Stripe for payment processing and scheduling or communication tools used in operating our business. These providers are contractually required to protect your data.
- Veterinary professionals: In an emergency, we may share your dog's health information and your contact details with a veterinarian for the purpose of obtaining emergency care.
- Legal compliance: We may disclose information if required by law, court order, or governmental authority.
- Business transfer: In the event Mochi Mob is sold or transferred, your information may be transferred as part of that transaction, subject to the same privacy commitments.

6. Data Retention

We retain your personal information for as long as you are an active client and for a reasonable period thereafter to comply with legal obligations and resolve disputes. Vaccination records are retained for the duration of our relationship plus one year. Payment records are retained in accordance with applicable tax and accounting requirements.

7. Data Security

We take reasonable technical and organizational measures to protect your personal information against unauthorized access, loss, or misuse. Payment data is protected through Stripe's industry-standard encryption and tokenization. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

8. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information, subject to legal retention requirements
- Withdraw consent to payment storage (note: this will prevent us from providing auto-charge services)

To exercise any of these rights, please contact us at the information below. We will respond within a reasonable timeframe.

9. Children's Privacy

Our services are not directed at children under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected such information, please contact us immediately.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites and encourage you to review their privacy policies independently.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated to active clients via email. The effective date at the top of this policy will reflect the most recent update. Continued use of our services after changes are posted constitutes your acceptance of the updated policy.

12. Contact Us

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

Mochi Mob LLC

Portland, Oregon

Email: mochimobpdx@gmail.com

Website: www.mochimobpdx.com