Privacy Policy

Hannah Pet Hospital · Hannah the Pet Society

Effective Date: January 1, 2024 · Last updated: October 30, 2026

This privacy policy explains our practices for the personal information you share with Hannah the Pet Society and Hannah Pet Hospital through hannahpethospital.com and our related sites and services (collectively, "Hannah"). It covers both **Personal Information** (information that identifies you — your name, email, account ID, and other non-public information tied to those) and **Anonymous Information** (information not linked to your identity).

1. User consent

By using Hannah's websites or services, you agree to the terms of this Privacy Policy and the associated Terms of Service, and you expressly consent to the processing of your Personal Information and Anonymous Information as described here.

Your Personal Information may be processed by us in the United States, where laws regarding processing of Personal Information may be less stringent than the laws in your country.

2. Regarding children

Children under the age of 13 are not permitted to use Hannah, and we do not intentionally collect or maintain Personal Information from children under 13. Protecting children's privacy is important to us — if we obtain actual knowledge that a user is under 13, we will take steps to remove that user's Personal Information from our databases. We recommend that children between 13 and 18 obtain a parent's permission before submitting information through Hannah.

By using Hannah, you represent that you are at least 18 years old, or that you are at least 13 years old and have your parent's permission.

3. Collection and use of information

Personal Information you submit

We collect Personal Information that you voluntarily submit through Hannah — for example, when you create an account, fill out the Get a Quote form, ask us to match you with a Pet, or contact us. Registration typically requires your name, email address, phone number, ZIP code, and information about your Pet. We may also request optional information (such as demographic information) to support your use of Hannah's services.

Personal Information from other sources

We may receive Personal Information about you from other sources, including companies we partner with or other third parties, and may associate that information with the Personal Information we already have about you.

Email and email addresses

If you email us or fill out a contact form, we will collect your email address, the content of your email (including attachments), and any other information you provide. We may use your email address to respond to you, to send service notifications, or — with your consent — to share information about products and services that may be of interest. You may indicate a preference to stop receiving promotional communications at any time using the unsubscribe link in any promotional email, or by contacting us directly (see Contact & revisions).

4. Information collected via technology

As you use Hannah, certain information may be passively collected and stored on our or our service providers' server logs — including your Internet Protocol (IP) address, browser type, operating system, and navigational data (such as URLs and the date and time of your visit). We use this information to make Hannah more useful to you and to tailor your experience.

We use **cookies** (small pieces of information sent to your browser) — both session cookies (which expire when you close your browser) and persistent cookies (which stay until you delete them) — to provide a more personalized experience. You can remove persistent cookies by following your browser's help instructions. If you disable cookies, some parts of Hannah may not work properly.

We may also allow advertisers and ad servers to place advertisements on Hannah using cookies or "web beacons" to monitor served advertisements. Clicking such advertisements may direct you to a third-party website. This Privacy Policy does not cover the privacy practices of advertisers or ad servers.

5. Use and disclosure of information

Your mobile phone number and text-message opt-in are not covered by the sharing described in this section. We handle them only as described in Text messages & phone calls, which limits them to the service providers that deliver our messages and to disclosures required by law.

Except as described in this Privacy Policy, we do not generally sell, trade, rent, or share the Personal Information we collect with third parties unless you ask or authorize us to do so. In general, we use Personal Information you submit to:

- Provide you access to Hannah's services and Pet care offerings;
- Improve and tailor Hannah's features, performance, and support;
- Offer you additional information, opportunities, and functionality from us, our partners, or our advertisers — at your request.

We may provide your Personal Information to third-party service providers who work on our behalf — for example, to send email, analyze data, provide marketing assistance, process payments, or provide customer service. We require our service providers to use that information only as necessary to provide the relevant services to us.

We may share some or all of your Personal Information with third-party partners or with companies under our common control. We may disclose your Personal Information if we believe in good faith that

disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on us, or (b) to protect and defend our rights or property, you, or third parties.

In the event of a merger, acquisition, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. Any acquirer may continue to process your Personal Information as set forth in this Privacy Policy.

6. Public information & third parties

It is up to you to be comfortable with the information you choose to provide and publish. Information you post to publicly available portions of Hannah (such as comments, reviews, or community forums) may be seen and used by others, including people outside the Hannah community. Please use caution when sharing personal information in public forums.

Hannah's sites may contain links to other websites. We are not responsible for the privacy practices or content of those websites and encourage you to read their privacy statements.

7. Your choices regarding your personal information

You can manage your preferences in several ways:

- **Promotional email:** opt out using the unsubscribe link in any promotional email, or contact us directly.
- **Administrative email:** despite your promotional preferences, we may still send you administrative emails (for example, account confirmations or notice of changes to this Privacy Policy).
- **Text messages:** reply STOP to any text from us to stop receiving texts (see Text messages & phone calls).
- **Profile information:** if you have an account, you may update your profile information directly.
- **Deletion requests:** you may request deletion of your Personal Information by emailing us at member.concerns@hannahpethospital.com. Note that we may be required by law (or for legitimate business reasons) to retain some information for a period before deletion. Deleted Personal Information will be removed from our active database but may remain in our archives.

Feedback

If you provide feedback to us, we may use and disclose that feedback for any purpose, provided we do not associate the feedback with your Personal Information. By submitting feedback, you agree that comments and emails you send to us become our property; we may use them for marketing purposes or to add to or modify our services without compensation.

8. Text messages & phone calls

When you give us your phone number (for example on the Get a Quote form, when you join, or when you call or text us), we may call or text you about your request, your Membership, and your Pet's care. That includes replies to your questions, appointment reminders and confirmations, plan and account updates, and two-factor authentication (sign-in verification) codes. If you have agreed to it by checking the text-

message box, it may also include promotional discounts, flash sales, and advertisements. Some calls and texts may be sent using automated technology. Agreeing to receive calls or texts is never a condition of buying a plan or receiving care.

How you opt in

You agree to receive text messages by entering your mobile number on one of our website forms and checking the text-message consent box, which is never pre-checked and never required to submit the form. Our full text-message terms are at SMS Terms.

How we handle your mobile information

We use your mobile number and your text-message opt-in only to communicate with you. We share them only with the service providers that run our phone, text, and Member systems for us (for example GoTo, Twilio, and ActiveCampaign), and only so they can provide those services to Hannah.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All of the categories of sharing described elsewhere in this policy exclude text-messaging originator opt-in data and consent; this information will not be shared with any third parties, except the service providers that deliver our messages on our behalf, or where required by law. We do not sell, rent, or transfer your mobile information to any outside organization for any other purpose.

We protect your mobile number and text-message consent with the administrative, technical, and organizational safeguards described in Security, to guard against unauthorized access, use, disclosure, or sharing.

Call recording

Calls to and from Hannah may be recorded for quality, training, and record-keeping. We protect call recordings in the same way as the rest of your Personal Information, and we do not use them for advertising or share them with third parties for their marketing.

Message frequency and charges

How often we text you depends on your requests, appointments, and account activity. Message and data rates may apply. Carriers are not liable for delayed or undelivered messages.

Opting out and getting help

You can stop receiving texts at any time by replying **STOP** to any text from us. You may receive one final message confirming that you have been unsubscribed, and that number will not text you again unless you opt back in. We send texts from more than one number, so replying STOP stops texts from the number you replied to. To stop all texts from Hannah, contact us and ask to be removed from all of our text messages.

For help, reply **HELP** to any text from us, call us at 503.905.5200, or email member.concerns@hannahpethospital.com. To stop phone calls, tell us during a call or contact us the same way.

9. Security

We are committed to protecting the security of your Personal Information, including your mobile information. We maintain administrative, technical, and organizational safeguards, along with a variety of industry-standard technologies and procedures, to help protect it from unauthorized access, use, or disclosure. Even so, no company can fully eliminate the security risks associated with handling Personal Information.

10. Contact & revisions

If you have questions or concerns about this Privacy Policy, about our text messages and phone calls, or about how we use your mobile information, please contact us at member.concerns@hannahpethospital.com, or call us at 503.905.5200.

This Privacy Policy is subject to occasional revision at our discretion. If we make any substantial changes in the way we use your Personal Information, we will post an alert on this page. If you object to any such changes, you must cease using Hannah. Continued use of Hannah following notice of any such changes indicates your acknowledgement of, and agreement to be bound by, the new terms.
