

Privacy Policy

We care about your privacy, particularly regarding the Personal Data that concerns you. We have established this Data Protection Policy to help you understand how we process and protect your personal data when you use our Application and/or services or otherwise interact with us. This Policy informs you about the types of data that are processed, the purpose of their collection and overall processing, how your data is processed and to whom it may be disclosed, your rights and choices, as well as how to contact us regarding any matter related to your personal data.

It is important that you read this Policy together with any other notices or privacy policies we may provide to you. This Policy supplements those other notices and is not intended to replace them.

This Data Protection Policy includes:

- Information about the Data Controller responsible for processing your personal data.
- The types of data we collect about you.
- The purpose of collecting and processing your personal data and the legal basis for such processing.
- The security measures we take to protect your personal data.
- The period for which your personal data is retained.
- Information about your rights and how to exercise them.

Data Controller:

When we refer to “we” in this policy, we refer to the company under the name “PETIT-O P.C.” and the trade name “Petit-o”, the company that provides this Application and the Services.

For the purposes of the applicable data protection legislation, our company, based in Agios Stefanos, Mykonos, Cyclades, 84600, Greece, is the Data Controller and is responsible for your personal data. This means that we determine the purposes and the means of processing your personal data.

For general questions regarding this Privacy Policy, you may send an email to info@petit-o.gr.

Information We Collect

“Personal Data” means any information that can be used to identify an individual. Our Company collects such information when you use or interact with it through our application. Specifically:

A) When Visiting and Navigating the Application

When you visit and navigate our application, we automatically collect certain data to ensure the proper functioning of the application and to provide a safe and optimized user experience. This data may include:

- Technical device information (device type, IP address, system language).
- Device identifiers or similar technologies to ensure core application functions, such as sending notifications, maintaining your connection, and analyzing usage to improve our services.
- Usage data, such as menu navigation, use of features (e.g., Manage Bookings, Messaging), time spent on screens, and performance metrics.
- Data related to searching for sitters or services, as well as filters you use (service type, location, dates, etc.).

This data is collected automatically and is used exclusively for the technical operation of the application, to facilitate navigation, to improve our services and limited data are used for advertising measurement.

B) When Logging into the Application

When you log into the application, your authentication, as well as the creation and access to your account, is carried out through third-party services: Google Sign-In or Sign in with Apple.

During this process, we never receive your password for your Google or Apple account. We only receive the necessary information permitted by the respective authentication service, such as:

- Your name (where allowed),
- Your email or relay email (in the case of Apple),

- The unique user identifier corresponding to your account in the service,
- And the login token confirming that the authentication was successfully completed.

Additionally, our application provides the option to create an account via **an invitation (invite)** from an existing user. In this case, you receive a link that directs you to a webpage allowing you to register or log in to the application through third-party services, such as **“Sign in with Apple” or “Sign in with Google.”** If you choose to log in through these services, we receive from the corresponding provider the above necessary authentication data. This data is used exclusively for creating and managing your account, as well as for providing any privileges or discounts related to the invitation.

C) During Your Registration and Use of Our Services (Pet Sitters & Pet Owners)

During your registration and active use of the application, we collect information that you provide yourself, as required by our services.

1. Upon Registration of New Users

When you register as a Pet Owner, we collect:

- **Identification information:** your profile photo, full name, date of birth, and gender.
- **Location information:** your address and details of your residence.
- **Contact information:** your phone number, which will be used to verify your identity through a verification code (OTP) or SMS.
- **Basic information about your pet:** species, and details related to the service being provided.

When you register as a Pet Sitter, we collect:

- **Personal information:** your profile photo, full name, date of birth, and gender.
- **Professional information** related to pet sitting services.
- **Profile-related data** as a professional (description, experience, services you provide).
- **Verification data** such as identity documents (ID card, passport) and a selfie. This data is initially stored only locally on your device until the final step of the onboarding process, at which point it is transferred encrypted to the cloud. The collection and storage of this data is solely for the purpose of completing your profile, verifying your identity, and managing pet sitting services.

- **Billing profile information:** depending on the billing profile type you select:
 - If you select **Individual**, we collect your first name, last name, invoice email address, and VAT number.
 - If you select **Professional**, we collect your first name, last name, invoice email address, business name, VAT/TIN, country code, city, address, and postal code.

This billing information is collected and processed solely for invoicing, tax, accounting, payment settlement, and compliance purposes, where required by applicable law.

2. *During the use of the app's features*

If you are a Pet Owner, during the use of the app's features we collect data such as:

- Service information you enter when booking a sitter (type of service, dates, times, location).
- Pet details: name, photo, selected pets for the service, and unavailable dates.
- Payment information and transaction details when completing the booking.
- Booking history and service requests.
- Ratings and reviews you leave after a service is completed. Through this process, we collect personal data such as sitter and pet names, service type, booking duration, rating (1–5 stars), selected feedback tags, and review text (manually entered or via AI-generated suggestions).
- Interaction data with sitters: notifications, referral URLs and status, and conversations/messages within the app.

If you are a Pet Sitter, during the use of the app's features we collect data such as:

- Requests from Pet Owners that you receive and manage.
- Acceptance or rejection choices for requests and related details.
- Service completion details.
- Payment information and transfer of funds to your account.
- Ratings and reviews you receive from Pet Owners.

D) Communication & Support Data

When you communicate via the Messaging feature or through Support, we collect:

- Through the “Conversations” feature: communication between Pet Owners and Pet Sitters within the app is enabled. During its use, we collect personal data such as usernames, profile photos, text messages, images, videos, and voice recordings, as well as metadata such as timestamps, service type, and read status. This data is used

exclusively for conducting secure, booking-related conversations and is not shared with third parties for commercial purposes.

- Information you provide in support requests.

E) Profile Settings & Notifications

We collect data when you:

- Update your profile (e.g., photo, personal/professional information).
- Manage your notification settings.
- Set preferences through the settings menu (Language).

Data Collection Through Automated Means

- **Log files**

When you use our website, certain information is automatically collected through the server or backend and recorded in log files. The data collected includes:

1. Device type and operating system
2. IP address and, where applicable, general user location
3. Actions within the app (e.g., screen openings, feature usage, API requests)
4. Errors or crash logs

This data collection is carried out to ensure the security of the website and its services, to investigate technical problems or malicious attacks, and to support any legal claims or requirements.

Log files are retained for **12 months** and may be shared with third parties for the technical support of the website or with competent authorities when necessary for investigating incidents or cyberattacks. Data undergoing investigation or used for legal claims is retained for the period required for those purposes.

The legal basis for this processing is Article 6(1)(f) of the GDPR, which permits us to process data when it is necessary for the purposes of our Company's legitimate interests.

- **Similar Technologies (Cookies / Local Storage):**

When using the application, data is automatically collected through technologies such as local storage or shared preferences to save user preferences and settings, device identifiers for notification functions, as well as push notification tokens for sending notifications.

The strictly necessary storage technologies and corresponding data are critical for the proper functioning of the application. They are used exclusively to provide core functionalities, such as saving your preferences and settings, maintaining your login status, and supporting technically necessary functions, such as basic notifications.

These technologies (e.g., local storage, shared preferences, or equivalent device mechanisms) are not used to identify you as an individual, nor for analytics or advertising purposes. Without them, the application cannot function properly or provide essential services.

The stored data is considered strictly necessary because it:

- Allows the preservation of your choices regarding the acceptance or rejection of non-essential data,
- Enables the display of informational/consent messages,
- Maintains your login in protected application functions,
- Supports essential technical aspects of the application's operation.

The storage of this data is carried out only for as long as required for the application to function or until the end of the specific session.

F) Profile Settings & Notifications

We may use limited data to measure the effectiveness of our advertising activities and to attribute registrations or bookings to Petit-o marketing campaigns.

For this purpose, we may disclose identifiers and event-related information to advertising and measurement partners, such as Meta, in connection with certain actions completed in the Application or through our services.

The data that are collected for this usage are:

- hashed or encrypted user identifier (external ID),
- hashed or encrypted email address, where available,
- hashed or encrypted phone number, where available,

- event type, such as completed registration, completed pet sitter onboarding, or completed booking,
- event date and time, as well as basic booking or transaction details such as value, currency, and order or booking identifier, where applicable.

This data is used solely for attribution, campaign effectiveness measurement, analytics, and optimization of our advertising activities and is not used by us to make automated decisions that produce legal or similarly significant effects concerning you.

Information Concerning Minors

The website and our services are not intended for use by minors under the age of 15. Petito does not collect Personal Data from minors under 15 without the consent of a parent or guardian. In any case, Petito deletes any personal data of minors under 13 years old. If you are a parent or guardian of a child under 13 and are concerned that your child may have provided us with personal data, please contact us at info@petit-o.gr.

Why Do We Use Your Personal Data?

We use your data in order to:

- To ensure the operation and improvement of the application: We ensure the technical functioning, optimize the user experience, facilitate navigation, and analyze usage and performance for continuous service improvement.
- To secure and verify your account: We verify your identity during login via third-party services (Google, Apple) and ensure secure access to your account.
- To manage Pet Owners & Pet Sitters services: We create and manage user profiles, handle requests and bookings, record service history, payments, and reviews.
- To provide communication and support: We manage secure conversations between Pet Owners and Pet Sitters and respond to support requests.
- To ensure safety and protection: We prevent, detect, and address fraud or illegal activities and protect our own or third-party rights and assets.
- To perform statistical analysis and business improvement: We analyze data for market research, service improvement, marketing strategies, and business decisions.
- To respond to your requests for information regarding the services we provide.
- To manage, process, and complete your payments.

- To handle any complaints you may have.
- To fulfill your rights regarding your personal data.
- To ensure transaction security.
- To detect, prevent, and address fraud or other illegal activities.
- To protect rights and assets of ours or third parties.
- Measure the effectiveness of our advertising activities, attribute registrations, onboarding completions, or bookings to marketing campaigns, and optimize the promotion of our services.
- Other purposes: We may use your data for other purposes. In such cases, we will provide specific notifications to inform you when we collect data and will ensure your consent prior to processing when required.

To achieve these purposes, we will collect and generally process only the data that is compatible with the purpose of the processing.

To Whom Do We Disclose Your Personal Data?

The personal data we collect may be transferred to third parties. Specifically:

Your data may be transferred to third-party services for account authentication and login, such as Google Sign-In, Sign in with Apple, or other identity providers, in order to ensure secure access to the application.

Your transactions are processed through Stripe, which acts as a payment and financial services provider for handling your payments and issuing invoices.

We also use cloud services for the secure storage of encrypted personal data and profile information, as well as support and application management services.

We may disclose limited event data and identifiers to advertising and measurement platforms, such as Meta Platforms Ireland Limited and its affiliated companies, in order to measure the effectiveness of our advertising activities, perform event matching, and optimize our campaigns.

The data disclosed for this purpose may include hashed user identifier, hashed email address, hashed phone number, event details, and basic booking or transaction data, only to the extent necessary for that purpose.

Some of these recipients may process data outside the European Economic Area. In such cases, we implement appropriate safeguards and measures required by applicable data protection law for the lawful transfer of your data.

Additionally, your data may be shared with competent authorities or legal advisors in cases of legal obligation, for the protection of rights, prevention or investigation of violations, and law enforcement, as well as with other partners for specific purposes, only if you have been informed and have provided your consent.

We do not disclose your personal data to third parties outside the European Union in countries where there is no adequate data protection framework. However, if such a data transfer becomes necessary, we will take all possible measures to ensure that your data is treated securely, e.g., by using Standard Contractual Clauses (SCCs) established by the Commission.

Legal Bases for the Processing of Your Personal Data

Petito relies on four legal bases when processing your personal data, which are as follows:

- Performance of a contract: when the processing of your personal data is necessary to fulfill our obligations arising from a contract.
- Legal obligation: when we are required to process your personal data to comply with a legal obligation, such as maintaining records for tax purposes or providing information to a public authority or law enforcement agency.
- Legitimate interest: we may process data about you when we have a legitimate interest in carrying out a lawful activity to ensure the continuity of that activity, provided that this does not override your interests.
- Your consent: on certain occasions, we may request your specific consent to process certain personal data. Processing will only occur if you agree to it. You can withdraw your consent at any time, without retroactive effect, by contacting Petito at info@petit-o.gr.

Your Rights

Your rights under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, GDPR) are as follows:

- Right of access: You have the right to access the personal data we process about you.

- Right to rectification: You have the right to correct any incomplete or inaccurate personal data held by Petito.
- Right to erasure: You have the right to request the deletion of your personal data.
- Right to restriction of processing: You have the right to request that the processing of your data be restricted.
- Right to data portability: You can receive the personal data concerning you in a structured, commonly used, and machine-readable format and, under the legal conditions, transmit it to another data controller, provided this does not adversely affect the rights and freedoms of others (applies only to automated processing of information you provided with your consent or for the performance of a contract between us).
- Right to object: You have the right to object to the processing of your personal data at any time. Petito may not honor this right if it can demonstrate compelling legitimate grounds for processing that override your interests, rights, and freedoms, or for the establishment, exercise, or defense of legal claims.
- Right to lodge a complaint: If you consider that a) any of your requests have not been adequately and lawfully addressed, or b) your right to personal data protection has been violated by any processing we carry out, you have the right to lodge a complaint to the Hellenic Data Protection Authority [Lodging a Complaint with the Authority | Hellenic Data Protection Authority](#)

*For any additional information, or to exercise the above rights, please contact us in writing at 2 Sosipatris Street, Vyronas, Athens 16232, Greece, or by email at info@petit-o.gr. As a rule, your request will be fulfilled **within one month** of receipt. All information, notifications, and actions taken under Articles 15 to 22 and 34 of the GDPR are provided **free of charge**.*

Security and Retention of Your Personal Data

We retain your personal data only for as long as required for the purposes of processing, i.e., as long as our contract, your consent, our legal obligations (such as keeping records for tax purposes), and our legitimate interest require.

The processing of personal data is carried out in a manner that ensures its confidentiality. Our company implements appropriate technical and organizational measures to ensure an adequate level of security for your data against risks from accidental or unlawful destruction, accidental loss, alteration, unauthorized disclosure or access, and any other form of unlawful processing.

The data you provide is protected with appropriate information security measures to ensure both secure transmission and secure storage in Information Systems.

We require all third parties that may receive your personal data to have appropriate technical and operational security measures in place to protect your personal data, in accordance with Greek and EU data protection legislation.

Updating This Policy

The most recent update of this policy was on 8 of March 2026.

- Please note that this policy may change periodically. If we decide to update our policy, we will inform you via notifications.
- If we decide to substantially change the processing of your personal data, you will receive prior notice, and where required, your consent will be requested before the new policy is implemented.

Contact

For any questions or comments regarding this policy, or the practices we follow, please do not hesitate to contact us at info@petit-o.gr.