

Gentle Pets Privacy Policy

Last Updated: 01 May 2026

At Gentle Pets (“we”, “our”, “us”), we are committed to protecting your privacy and ensuring your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our website, mobile app, membership program, or services.

By accessing or using our services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

1.1 Personal Information

- * Full Name
- * Phone Number
- * Email Address
- * Date of Birth
- * Shipping & Billing Address
- * Gender (optional)

1.2 Account & Membership Information

- * Membership ID
- * Reward points balance
- * Purchase history
- * Voucher and redemption records

1.3 Automatically Collected Information

When you use our website or app, we may automatically collect:

- * IP address
- * Device type
- * Browser type
- * Operating system

* App usage data

* Cookies and analytics information

2. How We Use Your Information

We use your information for purposes including:

* Managing your membership account

* Tracking reward points and purchases

* Processing orders and deliveries

* Providing customer support

* Sending updates, promotions, and rewards

* Improving our website, app, products, and services

* Fraud prevention and security monitoring

* Legal and regulatory compliance

3. Marketing Communications

3.1 By joining Gentle Pets Club, you may receive:

* Promotional emails

* SMS or WhatsApp updates

* Campaign notifications

* Birthday rewards and special offers

3.2 You may unsubscribe from marketing communications at any time through:

* Unsubscribe links

* App settings

* Contacting customer support

4. Sharing Your Information

We do not sell your personal information.

We may share your data with trusted third-party service providers for operational purposes, including:

- * Payment gateways
- * Delivery and logistics providers
- * CRM and loyalty platform providers
- * Marketing and analytics tools
- * Website hosting and cloud services

All third-party providers are required to keep your information confidential and secure.

5. Data Security

We implement reasonable technical and organizational measures to protect your personal data against:

- * Unauthorized access
- * Loss or theft
- * Misuse or alteration
- * Data leaks

However, no online system or electronic transmission is completely secure.

6. Data Retention

6.1 We retain your personal information only as long as necessary for:

- * Membership operations
- * Legal obligations
- * Accounting and audit purposes
- * Customer service support

6.2 When your account is deleted or inactive for an extended period, your information may be removed or anonymized unless required by law.

7. Your Rights

Depending on applicable laws, you may have the right to:

- * Access your personal data
- * Correct inaccurate information
- * Request deletion of your data
- * Withdraw marketing consent
- * Request data portability where applicable

Requests may be submitted through our customer support channels.

8. Cookies & Tracking Technologies

We use cookies and similar technologies to:

- * Improve website functionality
- * Remember user preferences
- * Analyze website traffic and app usage
- * Personalize content and promotions

You may manage cookie settings through your browser preferences.

9. Third-Party Links

Our website or app may contain links to third-party platforms or social media services. Gentle Pets is not responsible for the privacy practices of external websites.

10. Children's Privacy

Our services are not intended for children under 13 years old. We do not knowingly collect personal information from minors without parental consent.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in:

- * Legal requirements
- * Business practices
- * Technology or services

Updated versions will be published on our website or app with the revised effective date.

12. Contact Us

For questions regarding this Privacy Policy or your personal data, please contact:

Gentle Pets Customer Support

Email: gentlepetslove@gmail.com

Website: www.gentlepets.com.my

Instagram: [@gentlepets.club](https://www.instagram.com/gentlepets.club)