



This Privacy Policy describes what information Jet Pets collects from agents, animal transport and delivery personnel, and other interested parties accessing Jet Pets' facilities, how that information is used and disclosed, and how and for how long it is maintained by Jet Pets.

Information We Collect

Jet Pets may collect information from agents of animal owners, animal transport and delivery personnel, and other interested parties accessing Jet Pets' facilities, which information is necessary for Jet Pets to perform its services, comply with regulatory requirements, and enforce contractual obligations, including the following:

Personal Information

- Name, address, email address, and telephone number
- Company, agency, or organizational affiliation
- Billing and payment information

Animal & Shipment Information

- Animal identification and description
- Veterinary records, health certificates, and treatment documentation
- Import/export, quarantine, and transport records

Operational & Regulatory Information

- Records required by the U.S. Department of Agriculture and other government agencies
- Files, records, logbooks and other documents containing information regarding access to Jet Pets' facilities, and acknowledgments of such access
- Communications with consignors, consignees, animal owners, agents, veterinarians, airlines, and regulators

Website & Technical Information

- IP address, browser type, device information
- Website usage data and information voluntarily submitted through online forms

Use of Information

Jet Pets uses collected information solely for legitimate business purposes, including to:

- Perform animal handling, quarantine, boarding, and transport coordination services
- Comply with federal, state, and international regulatory requirements
- Communicate with authorized consignors, consignees, animal owners, and their agents
- Process payments and enforce contractual obligations
- Maintain safety, security, and operational records
- Respond to inquiries and administrative requests

Information Sharing & Disclosure

Jet Pets does **not sell personal information**.

Information collected by Jet Pets may be disclosed as necessary to:

- Authorized import/export agents acting on behalf of animal owners
- Veterinarians and veterinary service providers
- Airlines, freight handlers, animal transport and delivery personnel, and third-party transportation carriers
- Government agencies, including the U.S. Department of Agriculture
- Legal, accounting, insurance, and regulatory professionals

All disclosures are made solely for operational, contractual, regulatory, or legal purposes.

Agency & Communication Protocols

- Jet Pets provides limited services to agents of animal owners for animal transportation and documentation purposes.
- Communications regarding animals are conducted through the designated consignor, consignee, or authorized agent.
- Jet Pets does not normally maintain direct communication with animal owners.
- Facility records, logbooks, photographs, reports, and internal documentation are not released without proper authorization or legal obligation.

Data Security

Jet Pets maintains reasonable administrative, technical, and physical safeguards to protect information from unauthorized access, use, or disclosure. Access to sensitive information is limited to authorized personnel.

No method of transmission or storage is completely secure, and Jet Pets makes no guarantees regarding absolute security.

Data Retention

Information is retained for as long as reasonably necessary to:

- Perform contracted services
- Comply with U.S. Department of Agriculture and other regulatory requirements
- Enforce contractual rights and obligations
- Resolve disputes, claims, or legal proceedings

Retention periods may extend beyond the completion of services where legally required or operationally necessary.

California Privacy Rights

California residents may have certain rights under applicable privacy laws. Any such requests are subject to:

- Documentation retention regulations
- Jet Pets' contractual obligations
- Legal exemptions and limitations

Jet Pets does not sell personal information.

Third-Party Websites

The Jet Pets' website may contain links to third-party websites. Jet Pets is not responsible for the privacy practices, content, or policies of third parties, and access to such third party websites is at the user's own risk.

Dispute Resolution & Governing Terms

Any dispute, claim, or controversy relating to this Privacy Policy or the handling of information shall be resolved by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules.

Updates to This Policy

- Jet Pets may update this Privacy Policy at any time. Updates will be posted on the Jet Pets website with a revised effective date. The updated Privacy Policy will apply to any Jet Pets' services provided, or any access to Jet Pets' premises, after such an update.

For questions regarding this Privacy Policy, please contact:

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