

Privacy Policy

Last updated: 26.1.2026

This privacy policy explains how we process your personal data when you use our service and enter, for example: **your own basic information** and **your pet's information**.

1. Data Controller

The data controller of the service is:

BigPetNet

Email: info@bigpetnet.com

Phone: +358 50 433 6482

2. Contact person for data protection matters

Hanna Parkkola

Email: info@bigpetnet.com

3. What information do we process?

We handle the following user personal data:

- **User information:**
 - Basic: name, email address
- **Pet information:**
 - Basic information about the animal, such as the animal's name, nickname, species, breed, gender, birthday, death information, location, pictures, description
 - Animal health information, such as test results and diagnoses,
 - Relationships between the animal and users, such as information about ownership, breeder, keeper, etc.
- **Subscription and license information**
 - Orders placed by the user, their prices, validity information, etc.
 - User permissions and their duration/validity information
- **Operating information and technical data**
 - E.g. IP addresses, cookies and other similar technical solutions
 - Usage log entries

4. Where did you get the information?

Information is obtained directly from users when they register, use the service, enter information into the service, or subscribe to additional services.

5. For what purposes and on what basis do we process data?

Purpose	Personal data group	Legal basis
Service production and maintenance	All of the above information	Agreement / consent (user agrees when registering for the service)
Service development	All of the above information	Agreement / consent (user agrees when registering for the service)
Customer relationship management	User information	Agreement / consent (user agrees when registering for the service or ordering the service)
Legal obligations (e.g. accounting, requests from authorities, etc.)	All of the above information	Man
Service security	All of the above information	

6. Data retention period

The data will be retained for as long as necessary to fulfill the purpose of use defined in this privacy policy.

7. Data recipients and transfers

Your personal data may be disclosed:

- For technical subcontractors of the service (platform services, backup)
- For payment intermediaries
- To authorities when required by law
- To provide other statutory services (e.g. accounting)

Data will not be transferred outside the EU/EEA unless it is necessary to ensure the operation of the service. This may be necessary, for example, to resolve technical problems if the technical subcontractor is located outside the EU/EEA.

8. Information security

We use technical and organizational measures to protect your information from unauthorized access, modification and loss. Personnel have access to personal data only to the extent necessary for their duties.

Despite security measures, data breaches can occur. If this happens, we will notify personal data breaches in accordance with the General Data Protection Regulation and the guidelines of the Data Protection Commissioner.

9. Rights of the data subject

The data subject has the right to:

- check what information do we have about him?
- request rectification or deletion
- restrict processing
- object to data processing
- withdraw consent
- to be forgotten
- request portability
- file a complaint with a supervisory authority.

Objection, restriction and portability require the fulfillment of additional conditions specified in the General Data Protection Regulation (2016/679).

We cannot delete information that is necessary to fulfill the purpose of use mentioned in this privacy policy or to fulfill obligations stipulated by law.

BigPetNet

You can always contact the Data Protection Officer if you wish. <https://tietosuoja.fi>

10 Changing the privacy policy

BigPetNet has the right to change the privacy policy. We will notify you of the change on our service. You can find the updated privacy policy on our website. www.bigpetnet.com.