

Pet Lifeline Chicago, Inc.

Privacy Policy

Effective Date: August 24, 2026

Last Updated: August 24, 2026

Pet Lifeline Chicago, Inc. (“Pet Lifeline,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, retain, and protect information when you visit our website, request services, make a donation, communicate with us, volunteer, or otherwise interact with Pet Lifeline.

1. Information We Collect

Depending on how you interact with Pet Lifeline, we may collect information such as:

Contact information

- Name;
- Mailing address;
- Email address;
- Telephone number.

Transportation information

- Pickup and destination addresses;
- Pet owner's name and contact information;
- Pet name, species, breed, age, and other identifying information;
- Transportation instructions;
- Emergency-contact information;
- Authorized recipient information.

Animal-care information

- Information voluntarily provided about an animal's medical condition, mobility, medications, behavior, special handling requirements, or other safety considerations.

Donation and transaction information

- Donation amount;
- Donation date and frequency;
- Donor name and contact information;
- Transaction-related information provided by payment processors.

Pet Lifeline generally does not request or store complete payment-card numbers when payment processing is performed by a third-party payment provider.

Communications

We may retain emails, messages, forms, telephone notes, and other communications relating to services, donations, complaints, volunteer activities, or organizational operations.

Technical information

Our website or third-party website providers may collect information such as IP address, browser type, device information, pages viewed, referring website, and general usage information.

2. How We Use Information

We may use information to:

- Respond to inquiries;
- Process transportation requests;
- Coordinate pet transportation;
- Contact owners, emergency contacts, veterinarians, or authorized recipients when appropriate;
- Respond to emergencies involving an animal;
- Process donations and payments;
- Maintain donor and financial records;
- Communicate with donors, clients, volunteers, and supporters;
- Improve our website and services;
- Maintain organizational records;
- Prevent fraud, misuse, or security incidents;
- Investigate complaints or incidents;
- Meet legal, accounting, insurance, regulatory, or reporting obligations; and
- Carry out our charitable mission.

3. Sharing Information

Pet Lifeline may disclose information when reasonably necessary to operate the organization and provide services, including to:

- Employees and authorized volunteers;
- Transportation personnel;
- Veterinarians or veterinary facilities when necessary or authorized;
- Authorized emergency contacts or recipients;
- Payment processors;
- Website, form, email, hosting, scheduling, communications, or fundraising service providers;
- Professional advisers, insurers, accountants, attorneys, or auditors; and
- Governmental authorities or other persons when required or permitted by law.

Pet Lifeline does not sell personal information for monetary consideration.

4. Animal and Veterinary Information

Information concerning an animal's health or condition may be collected when voluntarily provided by an owner or authorized person for purposes relating to transportation, safety, emergency response, or coordination of services.

Pet Lifeline will seek to limit use and disclosure of such information to purposes reasonably related to the organization's operations and the animal's care and safety.

5. Donor Information

Pet Lifeline may maintain donor records necessary for financial accounting, tax reporting, acknowledgments, donor communications, and legal compliance.

Unless otherwise disclosed or authorized, Pet Lifeline does not intend to publicly identify individual donors.

Donors may contact Pet Lifeline to request that their names not be used in public donor recognition materials.

6. Email and Communications

We may use contact information to communicate with you about:

- Transportation services;
- Donations;
- Organization activities;
- Volunteer opportunities;
- Newsletters;
- Fundraising;
- Service-related matters; and
- Other communications permitted by law.

Marketing communications will provide an appropriate method for unsubscribing where required.

7. Cookies and Analytics

Our website and third-party service providers may use cookies, pixels, analytics tools, or similar technologies to operate the website, understand website usage, improve functionality, and support communications or fundraising.

The actual technologies used may change as Pet Lifeline's website and service providers change.

8. Third-Party Services

Pet Lifeline may use third-party providers for website hosting, forms, email, payment processing, donations, analytics, communications, scheduling, and other operational services.

Those providers may process information according to their own privacy policies and contractual obligations.

Pet Lifeline will endeavor to select service providers appropriate for the organization's operations and to use reasonable safeguards for personal information.

9. Information Security

Pet Lifeline uses reasonable administrative, technical, and organizational safeguards appropriate to the nature of the information handled by the organization.

No electronic system or method of transmission can be guaranteed to be completely secure.

10. Data Retention

Pet Lifeline may retain information for as long as reasonably necessary for the purpose for which it was collected, including operational, financial, tax, insurance, legal, reporting, recordkeeping, dispute-resolution, and regulatory purposes.

Certain records may be retained longer where required by law, insurance requirements, litigation holds, accounting practices, or other legitimate organizational needs.

11. Children's Information

Our services are directed primarily toward adults and pet owners. We do not knowingly seek personal information from children under circumstances where parental consent is required by applicable law.

12. Your Choices

Depending on applicable law, you may contact Pet Lifeline to:

- Request information concerning personal information we maintain about you;
- Request correction of inaccurate information;
- Request that certain communications stop;
- Unsubscribe from marketing communications; or
- Ask questions about our information practices.

Certain requests may be limited by legal, accounting, security, insurance, or operational requirements.

13. Changes to this Privacy Policy

Pet Lifeline may update this Privacy Policy from time to time. Changes will be posted on this website with a revised "Last Updated" date.

14. Contact Us

Questions or privacy requests may be directed to:

Pet Lifeline Chicago, Inc.

Email: info@petlifelinechicago.org

Phone: 773-680-5872