Privacy Policy

Uncle Isaac LLC Last Updated: July 2026

Uncle Isaac LLC (“Uncle Isaac,” “we,” “us,” or “our”) operates a platform that connects dog owners (“Clients”) with independent pet care providers (“Guardians”) for boarding, training, and related services. This Privacy Policy explains how we collect, use, share, and protect information when you use our website, mobile application, and related services (together, the “Platform”).

By creating an account or otherwise using the Platform, you agree to the practices described in this Policy.

1. Information We Collect

Account Information. When you register as a Client, Guardian, or Referral Partner, we collect your name, email address, phone number, username, and password.

Identity and Verification Information. Guardians are required to complete a vetting process, which may include government issued identification, proof of address, professional references, and background check results obtained through a third party screening provider.

Pet Information. Clients may provide details about their dog, including breed, age, medical history, behavioral notes, veterinarian contact information, and photographs, so that we can match them with a suitable Guardian and ensure proper care.

Payment Information. Payment card details and billing information are collected and processed through our third party payment processor. Uncle Isaac does not store full payment card numbers on its own servers.

Location Information. Because Uncle Isaac operates nationwide, we may collect your ZIP code or general location to determine which Guardians and services are available in your area, and, where you grant permission, more precise location data to facilitate transport or check in updates during a booking.

Communications. Messages exchanged between Clients and Guardians through the Platform, as well as messages sent to our support team or chat assistant, are stored so we can facilitate bookings, resolve disputes, and improve our services.

Device and Usage Information. We automatically collect information such as your IP address, browser type, device identifiers, pages visited, and general usage patterns. See our Cookie Policy for further detail on tracking technologies.

2. How We Use Information

We use the information we collect to:

1. Create and manage accounts for Clients, Guardians, and Referral Partners.

2. Match Clients with appropriate Guardians based on location, pet needs, and availability.
3. Process bookings, payments, and payouts.
4. Conduct background checks and ongoing vetting of Guardians.
5. Provide customer support and respond to inquiries.
6. Send booking confirmations, real time updates, and service related notifications.
7. Investigate safety concerns, disputes, or violations of our policies.
8. Improve the Platform, including through analytics and product development.
9. Comply with legal obligations and enforce our agreements.

3. How We Share Information

We do not sell personal information. We may share information in the following circumstances:

With Guardians and Clients. To complete a booking, Clients and Guardians receive limited information about one another, such as name, contact details, pet information, and location, as reasonably necessary to deliver the service.

Service Providers. We share information with vendors who perform services on our behalf, including payment processing, background screening, cloud hosting, and customer communication tools. These providers are bound by contractual obligations to protect your information.

Legal and Safety Purposes. We may disclose information if required by law, subpoena, or legal process, or where we believe disclosure is necessary to protect the safety of a person or animal, prevent fraud, or enforce our Terms of Service.

Business Transfers. If Uncle Isaac is involved in a merger, acquisition, or sale of assets, information may be transferred as part of that transaction, subject to standard confidentiality protections.

4. Data Retention

We retain personal information for as long as your account remains active and for a reasonable period afterward to comply with legal obligations, resolve disputes, and enforce our agreements. Background check results are retained only as long as necessary for vetting and legal compliance purposes.

5. Your Rights and Choices

Depending on where you live, you may have rights to access, correct, delete, or restrict the use of your personal information, and to obtain a copy of the information we hold about you. You may update most account information directly through your profile settings, or contact us using the details below to make a request.

You may also opt out of promotional communications at any time by following the unsubscribe instructions included in those messages, though you will continue to receive transactional messages related to your bookings.

6. Children’s Privacy

The Platform is intended for use by adults. We do not knowingly collect personal information from anyone under the age of 18. If we learn that we have collected information from a minor without appropriate consent, we will take steps to delete that information.

7. Data Security

We use administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, alteration, or disclosure. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. International Users

Uncle Isaac operates in the United States. If you access the Platform from outside the United States, your information will be transferred to and processed in the United States, where privacy laws may differ from those in your home jurisdiction.

9. Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you through the Platform or by email. Your continued use of the Platform after such changes constitutes acceptance of the updated Policy.

10. Contact Us

If you have questions about this Privacy Policy or how we handle your information, please contact us at:

Uncle Isaac LLC Las Vegas, Nevada Email: admin@uncleisaac.com