Pet Angels SA documents

How the app looks and the legal pages Apple and Google ask for. Same text as the public website.

Same product on the phone app and the website. Cream pages, forest green buttons. This is the real UI, step by step.

What the screen looks like

On a computer: Journal on the left, the feed in the centre, Marketplace on the right. Top bar: menu, Pet Angels mark, Home, Discover, Chat, Shelters, Journal, Marketplace, Events, then Create, alerts, and Profile.

On a phone: bottom bar. Signed in: Home, Discover, Market, Rescue, You. Guests: Home, Journal, Market, Join. Green Create sits in the top bar when you are signed in.

Open Pet Angels

On screen: Landing on petangelssa.co.za, or the store app which opens app.petangelssa.co.za. Forest Join button. Links: Watch, Journal, How it works.

1. Phone: open Pet Angels SA from the App Store or Play Store. It loads the live site.
2. Computer: go to petangelssa.co.za. Public pages need no account.
3. **Watch** Opens the feed (Home). Guests can scroll. Posting asks you to join.

Join (create an account)

On screen: Screen title: Create your Pet Angels account. Three pills at the top: User, Business, Shelter. Forest Sign up button at the bottom.

1. **Join** Top right on desktop, or bottom Join on a phone, or Sign up on Home.
2. **User** Pet parent. Or tap Business / Shelter if you sell or run a rescue.
3. Fill Your name (or Organisation name), City, Country. Pet parents also pick Female or Male for the default character until you add a photo.
4. Enter Email and Password (8 or more characters).
5. **Sign up** You agree to Terms and Privacy (links under the button). You must be 13 or older.
6. Open the email we sent and tap the confirmation link. You land on Home already signed in. We do not send you back to the public homepage to log in again.

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Home (For you)

On screen: Heading For you. Composer at the top. Lane pills: All, Following, Stories, Rescue, Shop, Lost & found, Events. Refresh on the right.

1. **Home** Top nav or the house tab on the phone.
2. Type in What's on your mind?
3. **Add photo or video** Pick files. Previews show before you post. Remove with the X on a thumbnail.
4. Optional: Paste an Instagram or YouTube link.
5. **Post** Publishes to the feed. Button reads Posting while it uploads.
6. On a post, use the icon row: Like, Comment, Share. Names are on the icons, not big pill buttons.

Create more than a story

On screen: Sheet titled Add to Pet Angels. Groups: Community, Rescue, Shop & care. Close at the bottom.

1. **Create** Green button in the top bar (signed in).
2. **Share a story** Same as the Home composer, on its own page.
3. **Add a pet** Name, photo, species. Opens a pet profile.
4. **Write an article** Journal piece. Guests can read it. You need an account to publish.
5. **Post an event** Adoption days, walks, shelter mornings. Shows under Events.
6. **Lost pet** Or Found pet, Rescue case, Adoption listing (shelters). Animals are not shop stock.
7. **List a product** Or List a service, Offer pet care. Then Publish.

Journal

On screen: Label Journal. Heading Articles about animals. Search field: Search title, story, or writer. Green Write an article if you are signed in.

1. **Journal** Top nav, left rail, or the Journal tab when you are a guest on a phone.

2 Tap a card (cover, title, date, writer) to open the article.

3 **Write an article** Signed in. Fill title and body, add a cover if you want, tap Publish.

4 **Sign up** On an article, guests can read. Sign up to comment.

Discover, follow, chat

On screen: Discover suggests people and shelters you do not already follow. Follow / Following stay small. Chat is in the top bar, then a thread along the bottom.

1 **Discover** Search and suggestions.

2 **Follow** Turns into Following. Private profiles send a request the other person Approves.

3 **Chat** Top bar. Pick a person. Type and send in the dock.

Shelters, Rescue, Marketplace

On screen: Shelters is the map and directory. Rescue is animals looking for homes. Marketplace is products and services, not animals.

1 **Shelters** Open a pin or a directory row. Tap the shelter name.

2 **Rescue** Or Adopt on Home. Open an animal. Adoption stays here, not in the shop.

3 **Marketplace** Or Market on the phone bar. Open a listing.

4 Pay opens RedFace Pay (or Paystack) in the browser. Pet Angels does not take your full card number.

Profile, payouts, delete

On screen: Profile tabs include posts, animals, market, Bank & payouts, activity. Delete account is a text link under the profile, rose coloured.

1 **Profile** Or You on the phone bar.

2 **Bank & payouts** Shops and shelters submit bank details. They stay private.

3 Staff on /admin tap Approve. Then you paste your RedFace pay link on Pet Angels so checkout goes to your bank.

4 **Delete account** Or open petangelssa.co.za/account/delete. Signed-in members can request deletion there.

Privacy policy

Pet Angels SA runs petangelssa.co.za, app.petangelssa.co.za, and the iOS and Android apps that open the same site. This policy is for those products. A South African lawyer should still review it for POPIA. Contact: redfacesa@gmail.com.

Updated 23 October 2026.

What we collect

- Account: name, email, password (held by our auth provider), handle, city, country, account type.
- Profile: photo, bio, animals you add, whether the profile is public or private.
- Content you post: photos, videos you upload, captions, journal articles, comments, likes, follows, events, rescue listings, shop listings.
- Messages you send to other members in the app.
- Care and adoption requests you submit.
- Bank details you type for payouts. Those stay private for staff review. We do not put them on your public profile.
- Payment handoff records: amount, label, status. We do not store full card numbers. Cards are handled by RedFace Pay or Paystack.
- Device: cookie choice, login session, and (if you allow it) approximate location so the shelter map can centre near you.
- Reports you send about posts or accounts.

Why we use it

To run the community, show your content to people who are allowed to see it, process follows and chat, show nearby shelters if you allow location, take you to checkout, pay shops and shelters, moderate reports, and send the email that confirms your address.

Who we share it with

We do not sell your personal file to advertisers. Processors that help run the app:

- Supabase: login, database, and photo storage.
- Vercel: hosting the website and phone WebView.
- RedFace Pay and Paystack: checkout and payouts.
- Google: email delivery through the auth provider, and AdSense only if you allow advertising cookies.

Those hosts may store data in the EU, US, or other regions they use. Other members see what you make public. Private profiles stay limited to you and people you approve.

Ads and cookies

Essential cookies: login and your cookie choice. Analytics, advertising, and personalisation stay off until you allow them. Google ads run on the website and in the Pet Angels phone app after you allow advertising.

Location, camera, photos

The phone app may ask for camera, photo library, and location. Camera and photos are so you can add pictures to posts and profiles. Location is to show nearby shelters, if you allow it. You can refuse. The app still works for reading public pages.

Children

Pet Angels is not directed at children under 13. Do not create an account for someone younger than 13.

How long we keep it

We keep account and content while the account is open. After deletion we remove or anonymise public posts and chats as far as the database allows. Payment and fraud records may stay where the law or the payment provider requires it.

Your rights

You can ask for a copy of your data, a correction, or deletion. Staff can see payout submissions and reports. They do not publish your bank details.

Steps: delete your account

- 1. Sign in. Tap Profile (or You on the phone bar).
- 2. Scroll to Delete account (rose text) or open petangelssa.co.za/account/delete.
- 3. Tap Sign out and request deletion if you are signed in, then email redfacesa@gmail.com from that same address so staff can finish the wipe.
- 4. Guests: email from the address on the account, subject Delete my Pet Angels account.

Play Store data safety (summary)

Data collected: name, email, user IDs, photos, user content, messages, approximate location (optional), financial info for payouts (bank details you submit, not card PAN). Shared with the processors listed above. Used for app functionality, and for advertising only if you consent. You can request deletion. Data is encrypted in transit.

Terms of use

By creating an account or using Pet Angels you agree to these terms. They apply to petangelssa.co.za, app.petangelssa.co.za, and the store apps. South African law applies. Questions: redfacesa@gmail.com.

Updated 23 October 2026.

The service

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Pet Angels is a community for animals in South Africa: stories, shelters, rescue, and shops. The phone apps open the live website. We can change features. We can refuse service.

Accounts

You must be 13 or older. You are responsible for your password and for what you post and sell. One person should not pretend to be a shelter or shop they do not represent. We can hide content or suspend an account that breaks the law, these terms, or payment-provider rules.

Your content

You keep the rights to photos and writing you upload. You give Pet Angels a licence to show that content in the app and website, including in the journal and feeds, so other people can see it. Do not upload photos or embed videos you do not have the right to use.

Community rules

No animal abuse, fake rescue, harassment, scams, impersonation, illegal products, or harmful care advice. Use Report on a post. Staff review flags. We do not allow arbitrary website code from users in posts. Embedded YouTube or Vimeo must follow the same rules.

Marketplace and rescue

Food, beds, grooming, walking, sitting, and similar services are allowed. Animals are not shop stock. Only shelter accounts (and staff-verified partners) publish adoption profiles. Sellers write honest descriptions, fulfil orders, and handle refunds with the buyer and RedFace or Paystack. Pet Angels is not the seller unless we say so on that listing.

Payments

Checkout happens with RedFace Pay or Paystack, not as an Apple or Google in-app purchase. Pet Angels may take a platform fee on facilitated checkout where we say so. Shops and shelters receive money through their own pay link after staff approve bank details. You follow the payment provider’s rules too.

Ads

Paid placements must say Sponsored. Network ads (Google) only show if you allowed advertising cookies. We can reject or pause an ad.

Liability

Members deal with each other. Check a shelter or shop yourself. We are not liable for disputes between members, for animals that become ill, or for off-platform meetings, except where South African law says we cannot exclude that. The app is provided as it runs today.

Ending an account

Pet Angels SA documents

You can delete posts in the app. For a full wipe, use https://petangelssa.co.za/account/delete. We may keep payment records where the law requires it. Privacy details: https://petangelssa.co.za/privacy.

Support

Email redfacesa@gmail.com. Use the address on your Pet Angels account if you have one, so we can find you. We reply by email. This is also the contact for App Store and Play Store questions.

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Steps: get help

- 1. In a post, tap Report. Staff see the queue.
- 2. Email redfacesa@gmail.com from the address on your account.
- 3. How the app works (with the real buttons): https://petangelssa.co.za/how-it-works
- 4. Live app: https://app.petangelssa.co.za

Account and privacy

- Privacy policy: https://petangelssa.co.za/privacy
- Terms of use: https://petangelssa.co.za/terms
- Delete your account: https://petangelssa.co.za/account/delete

Payments

For a charge on a shop or shelter listing, write to the seller first with the order details, then email us if you still need help. Card data sits with RedFace Pay or Paystack, not in Pet Angels.

Store listing (short)

Pet Angels SA is a South African animal community. Read the journal, find shelters, follow people, and shop supplies. Adoption stays with rescue. The phone app opens the live site.