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.