

隐私政策

Privacy policy

本隐私政策解释了当您在 PiPet 的网站上使用我们的服务以及您与我们的客户联络中心进行联络时，我们如何使用您提供给 PiPet 的任何个人信息。我们尊重您的隐私权并致力于维护它。我们仅根据相关法律法规收集、存储和处理您的个人信息。

This Privacy Policy explains how we use any personal information you provide to PiChain when you use our services in our Website and any contact you have with our Customer Contact Centre. We respect your right to privacy and are committed to maintaining it. We only collect, store and process your personal information in accordance with the relevant laws and regulations.

通过访问、浏览或以其他方式使用本网站，您确认您已阅读并理解本隐私政策。请确保您已仔细阅读，尤其是详细说明我们收集有关您的个人信息的权利之部分。

By accessing, browsing, or otherwise using the Website you confirm that you have read and understood this Privacy Policy. Please ensure you have read it carefully, and particularly the section detailing your rights in relation to the personal information that we collect about you.

为了帮助您浏览此政策，我们将其分为以下几个部分：

To help you navigate this policy we've split this up into the following sections:

我们收集关于您的哪些信息？

What information we collect about you?

我们从您那里收集的个人信息——这取决于您使用的服务：

- 姓名和职务
- 家居、账单和送货地址
- 电子邮件地址
- 电话号码
- 购买信息
- Pi 钱包地址（不包括密码）
- Pi 用户名（不包括用户登录密码）
- 您完成的调查的评论、产品评论和回覆
- 任何购物偏好或详细信息，以帮助我们为您推荐商品
- 您与我们的客户联络中心互动的详细信息

Personal information that we collect from you – this will depend upon the services you are using:

- Name and Title
- Home, Billing and Delivery Address(es)
- Email Address(es)
- Phone Number(s)
- Purchase information
- Pi Wallet address(Not include passphrase)
- Pi User name(Not include user login password)
- Your comments, product reviews and responses on surveys you complete
- Any shopping preferences or details to help us suggest items for you
- Details of your interactions with our Customer Contact Centre

我们在以下情况时收集您的个人信息：

- 授权使用 Pi 用户名登录 Pi 萌宠(PiPet)
- 注册接收电子收据
- 订阅我们的时事通讯
- 提交评论或选择完成我们发送给您的调查
- 通过社交媒体与我们互动
- 注册接收推送通知到您的个人设备
- 使用我们的客户服务团队或出于任何原因联系我们，例如：通过我们的网络聊天工具、电话、电子邮件和邮寄信件进行订单查询、投诉、网站问题

We collect personal information when you:

- Authorize to use Pi user name to login PiPet
- Sign up to receiving e-receipts
- Subscribe to our newsletters
- Submit reviews or choose to complete surveys we have sent you
- Engage with us via social media
- Sign up to receive push notifications to your personal device
- Use our customer services team or contact us for any reason, e.g. order queries, complaints, website issues via our web-chat facility, phone, email and postal correspondence

其他方收集的个人信息

Pi 萌宠与许多第三方合作提供商品和服务。这些公司可能会不时直接从您那里收集个人信息以安排约会或预订其服务，或用于其自身的营销和跟踪目的。

如果他们以这种方式收集您的个人信息，这些公司作为数据控制者，将独立于 Pi 萌宠。因此，对您的个人信息的任何使用都将受到该公司自己的隐私政策的约束，该政策应在他们收集您的个人信息时提供给您。

Personal Information collected by other parties

PiPet works with many third parties to provide goods and services. These companies may, from time to time, collect personal information directly from you to organize appointments or book their services, or for their own marketing and tracking purposes.

If they do collect your personal information in this way, these companies will be acting as Data Controllers in their own right, separately from PiPet. Any use of your personal information will therefore be subject to that company's own privacy policy which should be made available to you at the time that they collect your personal information.

我们将如何使用您的信息？

- 获得授权在首次登录时使用您的 Pi 用户名登录我们的网站。
- 侦查和预防欺诈或其他犯罪。
- 监控和改进服务和网站，包括监控浏览活动和会话回放。
- 能够将任何丢失的物品归还给您或记录店内的任何事件或事故
- 向您发送法律要求的服务电子邮件或通讯，以向您更新我们的商品和服务的任何变化、法律要求的与您的订单或产品召回有关的任何信息。
- 履行您的订单，即收款、更新您的订单状态并将订单运送给您。以及管理订单履行期间的任何问题。
- 确保同事和客户的安全和保障以及防止或发现非法行为。

How we will use the information about you?

- Get authorize to use your Pi user name to login our website during first time login.
- In the detection and prevention of fraud or other crimes.
- Monitor and improve the services and the Website, including monitoring browsing activity and session replays.
- To be able to return any lost items to you or record any incidents or accidents in store
- To send you service emails or communications required by law to update you about any changes to our goods and services, any information required by law relating to your order or product recalls.
- To fulfil your order, i.e. taking payment, updating you regarding the status of your order and shipping the order to you. As well as managing any issues during order fulfilment.
- To ensure the safety and security of colleagues and customers and the prevention or detection of unlawful acts.

您的信息安全

我们希望您对我们如何使用和持有您的个人信息有信心。我们制定了一系列有组织、程序和技术之安全措施，旨在保护您的个人信息免遭未经授权的使用或披露，包括“我的帐户”上的密码保护。我们会定期对我们的网络平台和应用程序进行安全评估，以便在您与 PiPet 在线服务交互时为您提供所需的信任和保护。

Security of your information

We want you to have confidence in how we use and hold your personal information. We have in place a range of organizational, procedural and technical security measures designed to protect your personal information from unauthorized use or disclosure, including

password protection on My Account. We regularly conduct security assessments against our web platforms and applications in order to provide you with the necessary trust and protection you expect when interacting with PiPet online services.

您对您的信息的权利

您对您的个人信息及其使用方式拥有多项权利。以下项目列出了您可以使用的权利（取决于我们如何收集您的个人数据）以及如何使用这些权利。请注意，在向您提供任何个人数据之前，我们需要验证您的身份。我们这样做是为了保护您的信息。我们也可能会要求您提供一些额外的自愿信息，以帮助我们更有效地处理您的请求。

Your rights over your information

You have many rights over your personal information and how it is used. The following items set out the rights which are available to you (depending on how we collected your personal data) and how to make use of those rights. Please be aware that we will need to verify your identity before providing any personal data to you. We do this to protect your information. We may also ask you to provide us some additional voluntary information to help us process your request more efficiently.

- **有权了解我们如何处理您的信息。** 本隐私政策以及我们在获取您的个人信息时提供的任何详细信息将使您了解我们将如何使用这些信息。
- **Right to be informed about what we do with your information.** This Privacy Policy and any details provided when we capture your personal information will keep you informed about how we will use this information.
- **访问您的信息的权利。** 您可以请求访问我们持有的关于您的个人信息。在大多数情况下，这是免费的。
- **Right to access your information.** You can request access to the personal information we hold about you. In most cases this is free of charge.
- **更正您的信息的权利。** 如果您认为我们持有的关于您的个人信息可能不正确，那么更正此问题的最简单方法是更新您在“我的帐户”中的个人资料。如果您不想这样做或没有“我的帐户”，您可以要求我们更新您的信息。
- **Right to correct your information.** If you believe that the personal information we hold about you may be incorrect, then the easiest way to correct this is through updating your profile in My Account. If you don't want to do it this way or don't have a My Account, you can ask for us to update your information.
- **反对或限制 PiPet 使用您的信息的权利。** 在某些情况下（包括我们使用下述合法利益的情况），您可以要求我们停止处理您的信息或要求我们限制我们处理这些信息的方式。但是，在某些情况下，我们可以拒绝请求 – 如果我们这样做，我们将向您提供解释为什么我们拒绝您的请求的信息。

• **Right to object to, or restrict, PiPet using your information.** In certain circumstances (including where we use legitimate interests as set out below) you can ask us to stop processing your information or ask for us to limit the ways in which we process this information. However we can refuse a request in some cases - we will provide you with information explaining why we have refused your request if we do this.

• **删除您的个人信息权利（除非我们有理由保留它）。**有人称之为“被遗忘的权利”。除非我们有保留您的个人信息的理由（例如，我们需要它来为您提供服务以应对持续的投诉），否则您可以要求我们停止保留您的个人信息。如果我们需要保留您的信息，我们会在回覆时告诉您为什么需要这样做。请注意，如果我们停止保留您的个人信息，您可能会失去一些好处。

• **Right to delete your personal information (unless we have a reason to keep it).** Some people call this the "right to be forgotten". Unless we have a reason for keeping your personal information (for example, where we need this to provide a service to you or deal with an ongoing complaint), you can request for us to stop holding your personal information. If we need to hold on to your information, we will tell you why we need to do this when we respond. Please note, that that if we stop holding your personal information then you may lose some benefits

• **携带您的信息的权利。**您可以要求我们移动、转移或复制您的信息，以便您可以在不同的服务中使用这些信息。在我们能够做到的范围内，我们将以常用格式向您提供这些信息，以便您可以将其转移到其他服务。

• **Right to portability of your information.** You can ask us to move, transfer or copy your information so that you can use this information in a different service. To the extent we are able to do so, we will make this information available to you in a commonly used format so that you can transfer this to another service.

在国际范围内传输数据

为了提供我们的商品和服务，我们可能需要在我们的正常业务过程中将您的信息从您居住的国家转移到另一个国家。通过与我们打交道并提交您的个人信息，您同意将您的个人信息转移、存储和/或处理到您居住的国家/地区之外。

Transferring data internationally

In order to provide our goods and services we may need to transfer your information from your country of residence to another country in the usual course of our business. By dealing with us and submitting your personal information, you agree to the transfer, storage, and/or processing of your personal information outside of your country of residence.

PiPet 仅将您的个人信息传输给我们可以确定我们可以保护您的隐私和您的权利的第三方，例如第三方位于欧盟认为有足够的数据保护法律的国家，其中该第三方已通过欧盟-美国隐私盾认证，或者我们与该第三方签订了包含欧盟委员会标准数据保护条款的合同。

PiPet only transfers your personal information to those third parties where we can be sure that we can protect your privacy and your rights, for example the third party is located in a country which the EU has deemed to have adequate data protection laws in place, where

that third party is certified on the EU-US Privacy Shield or where we have a contract in place with that third party which includes the European Commission's standard data protection clauses.

更改我们的隐私政策

我们可能会不时更改本隐私政策，以反映我们如何处理您的个人信息。如果我们做出重大更改，我们将突出显示已更新的隐私政策部分，以便您查看更改。

Changes to our privacy policy

We may change this Privacy Policy from time to time, to reflect how we are processing your personal information. If we make significant changes, we will highlight the sections of the privacy policy that have been updated to allow you to review the changes.