



Adopivo Manual

The official guide to the Adopivo platform — for adopters as well as shelters and animal welfare organizations.

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<https://www.adopivo.com/en/manual.html>

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Part A — Introduction

Chapter 1 — About this manual

This manual describes all features of the Adopivo platform in their currently available form. It is divided into four parts:

- **Part A — Introduction** (chapters 1–3, on this page),
- **Part B — For adopters** (chapters 4–9, separate page),
- **Part C — For shelters & animal welfare organizations** (chapters 10–16, separate page),
- **Part D — Help & legal** (chapters 17–21, on this page, including the version history).

Use the search field above to search all chapters in full text; the results link straight to the matching section. The manual is also available as an official PDF download — version and date are shown at the top of this page and on every page of the PDF. The support team welcomes suggestions for improvement (chapter 19).

Chapter 2 — What is Adopivo?

Adopivo is an international contact platform for animals from verified shelters and non-profit animal welfare organizations. Organizations publish animal profiles; interested people search, save favorites and contact the respective organization directly. The platform is available in German, English, Spanish, French and Italian, and is free of charge for adopters and organizations alike.

Adopivo is purely a contact broker. This means:

- Adopivo concludes **no** adoption contracts and is not a broker in the legal sense.
- Adopivo collects **no** adoption fees — you arrange those directly with the organization.
- Adopivo organizes **no** animal transport.
- The decision about an adoption rests solely with the respective organization.

Every organization is verified against country-specific documents before being activated. Commercial breeders and commercial animal dealers are excluded.

Chapter 3 — How Adopivo works at a glance

As an adopter:

1. Discover animals — by place, radius, species, age and size, without an account (chapter 4).
2. Read animal profiles and save favorites (chapter 6).
3. Create a free account and confirm your email (chapter 5).
4. Write to the shelter via the Adopivo inbox (chapter 7).
5. Arrange everything else — self-disclosure, pre-check, adoption contract, handover — directly with the organization (chapter 9).

As a shelter or animal welfare organization:

1. Register your organization and get verified (chapter 10).
2. Maintain your shelter profile — master data, description, logo, videos (chapter 11).
3. Create animal profiles and publish them immediately (chapter 12).
4. Answer inquiries in the team-enabled inbox (chapter 15) — with your team (chapter 14), the Listenhund check (chapter 13) and the widget for your own website (chapter 16).

Part B — For Adopters

This part of the Adopivo manual is for everyone who wants to give a rescue animal a home: from searching and your account to contacting the shelter.

Chapter 4 – Finding animals and shelters (no account needed)

You can search Adoptivo without an account. You only need one to contact a shelter or to keep your favorites across devices (chapter 5).

How do I search for animals?

1. Open the homepage or the [Animals](#) page.
2. Use the filters: **search** (animal name), **species**, **breed** and **age** (both available once a species is selected), **size** (small, medium, large), **country**, and **postcode / place** with a **radius** (25, 50, 100 or 200 km — or unlimited).
3. The homepage offers two additional toggles: **“Only show shelters nearby”** and **“Adoption from abroad”**. The abroad toggle shows a note explaining that Adoptivo is purely a contact platform — Adoptivo does not organize animal transport, does not conclude adoption contracts and does not collect adoption fees.
4. **“Reset”** clears all filters.

The result list shows a card for each animal with photo, name, sex, age, size and distance. Click a card to open the animal profile.

How do I use the map?

The homepage map (Apple Maps) shows shelters as pins. Enter a place or postcode in the search field — it autocompletes — and you will see the shelters within your radius, with a matching list below.

How do I read an animal profile?

Every animal profile contains:

- A **photo gallery** with all pictures of the animal — and, if the shelter has added one, a video that is only loaded from the provider after you click it (for privacy reasons).
- A **fact sheet**: ID, sex, age, size, weight, neutered / vaccinated / chipped, compatibility with children, dogs and cats, current location, adoption radius and time in the shelter.
- **Text sections**: description, character, health and requirements for the new home — as maintained by the shelter.
- For animals that are only adopted together, a section listing the bonded partner animals with links to their profiles.
- The **“Contact”** button (chapter 7) and the favorites heart (chapter 6).

Below every profile you will find the note that Adoptivo only makes the introduction — enquiry, self-disclosure, pre-check, adoption contract and handover happen directly between you and the organization (chapter 9).

What does the adoption radius mean?

Many shelters only adopt out within a certain radius of their location, for example because they carry out home checks themselves. If your search location is outside an animal's adoption radius, the animal will not appear in your search results. The radius is shown in the profile's fact sheet.

How do I find shelters and organizations?

1. Open the [Shelters](#) page.
2. Filter by **search** (name), **country** and **type of organization** ("Shelter" or "Animal welfare organization").
3. Click an entry to open the organization profile with the sections "About us", "Our mission", "How an adoption works with us", "Contact & address" and "Currently available animals" — depending on what the organization maintains, plus videos.

Adopivo lists verified shelters and non-profit animal welfare organizations only. Commercial breeders and commercial dealers are excluded.

Chapter 5 — Creating and managing your account

How do I register?

1. Click **“Sign up”** at the top right.
2. Enter your **email address** and choose a **password** (at least 12 characters, including three of the four categories upper case, lower case, digits and symbols). Repeat the password.
3. Confirm the two required checkboxes for the [Terms](#) and the [privacy notes](#).
4. Click **“Create account”**.
5. Open the confirmation email and click the confirmation link. No email? Please also check your spam folder — or request a new one via **“Resend confirmation email”**.
6. After confirming you are signed in and taken to complete your profile.

How do I sign in?

1. Click **“Sign in”** and enter your email and password.
2. When signing in on a new device, Adopivo emails you a **6-digit confirmation code** (valid for 10 minutes). Enter it and click **“Confirm sign-in”**.
3. The device is then trusted for 30 days — no code is needed during that time (see [“How do I manage my devices?”](#)).

What if I forgot my password?

1. On the sign-in page, click **“Forgot your password?”**.
2. Enter your email address and click **“Send reset link”**. If an account exists for that address, you will receive a link.
3. Open the link and set a new password.

How do I complete my profile?

Under **My account** → **My profile** you enter your first name, last name and date of birth. Important:

- First name, last name and date of birth **cannot be changed** after the first save.
- The date of birth is used to **verify that you are an adult** once you contact a shelter.
- The **address** is optional and entered via the address search with autocompletion. It is required for enquiries about restricted dog breeds, so Adopivo can show the requirements that apply at your place of residence (chapter 8).

Which settings are available?

Under **My account** → **Settings** you control:

- **Email notifications for new messages** — an email summary when a shelter writes to you; your Adopivo inbox is not affected.
- **Successful adoptions visible to shelters** — shelters you write to can then see how many animals you have already adopted via Adopivo. Other adopters never see this.

- **Timestamps for read receipts** — without this option the inbox only shows “read”; with it, the time is shown as well.
- **Share your location with contacted shelters** — shows the shelter your city and the approximate distance (straight line). Your exact address and coordinates are never shared; you can revoke this here at any time.

Every change is saved immediately.

How do I manage my devices and password?

- **My account → Security → Your devices** lists all trusted devices with last activity and expiry date. Use “**Sign out**” to remove a single device or “**Sign out all other devices**” for all except the current one. The next sign-in on a removed device requires a confirmation code again.
- **My account → Security → Change password**: enter your current password, then the new password twice (same rules as at registration) and save. For security you will be signed out on all devices afterwards.

How do I export my data?

Under **Settings → data export** you can request a ZIP file with all data Adopivo has stored for your account (GDPR Art. 15) at any time, via “**Request data export**”. The download link arrives by email, stays valid for 7 days and can be used up to 5 times; after that the file is removed automatically. One export per 24 hours is possible.

Chapter 6 — Favorites

How do I save an animal?

1. Click the **heart icon** on an animal card or in the animal profile.
2. Without an account, favorites are only stored in your current browser. With an account they are saved and synchronized across all your devices.
3. You will find all saved animals under **My account → My favorites**. Clicking the heart again removes an animal.

Chapter 7 – My inbox

How do I contact a shelter?

1. Click **“Contact”** on an animal profile or an organization profile.
2. Choose the **subject** — for an animal e.g. “Enquiry about [animal name]”, otherwise “General enquiry” — and write your message.
3. On first contact, Adopivo asks whether you want to **“Share location”**: the shelter then sees only your city and the approximate distance — never your exact address. Alternatively choose **“Ask anonymously”**; you can revoke the sharing at any time in the settings.

Requirements for contacting a shelter:

- an Adopivo account with a **confirmed email address**,
- for restricted dog breeds additionally your address, date of birth and being an adult (chapter 8).

The contact dialog also notes: Adopivo is a contact broker — the self-disclosure, pre-check and adoption contract are arranged directly with the organization.

How does the inbox work?

- Under **My account → Inbox** you find all conversations in the tabs **All, Unread, Favorites, Archived** and **Trash**. Items in the trash are permanently deleted after 30 days.
- The search field searches subject, shelter and animal.
- A conversation shows the entire history in one place. Reply via the text field and **“Send”** — messages are plain text; attachments and pictures are not possible.
- **“Read”** tells you that your message has been read — the time is only shown if both sides have enabled timestamps (chapter 5, settings).
- Per conversation you can set a **favorite, archive, delete** and restore.
- Only you and the shelter can read the messages; on request Adopivo notifies you about new messages by email.

How do I block a shelter?

In a conversation’s menu choose **“Block shelter”** — after that you cannot write to this organization any more, and it cannot write to you. **“Unblock shelter”** lifts the block. If a shelter has blocked you, the conversation shows a note that you can no longer send messages.

Chapter 8 — Notes on restricted dog breeds

Some dog breeds (in German: "Listenhunde") are subject to special legal requirements under regional regulations — for example leash or muzzle requirements, competence certificates or permits, depending on the federal state, canton or region. Adoptivo shows this information directly on the animal profile.

What does the notice banner on an animal profile mean?

- **"This breed is subject to special legal requirements"** — a concrete regulation applies to this breed at the displayed location; the requirements are listed below the banner.
- **"Mixed breed – please clarify the breed shares with the shelter"** — mixed-breed dogs can include a restricted breed; in that case the requirements of the respective state or canton apply as well.
- **"This breed is regionally regulated"** — the breed is regulated in several regions, but the exact region is not on file, so no concrete requirements can be shown.

If you are signed in and have added your address, Adoptivo shows the requirements for your place of residence. Without sign-in or address you will instead see "Sign in to see the requirements that apply to you" or "Add your address to see the requirements that apply to you".

How do I read the source references?

Each displayed regulation comes with four pieces of information:

- **"Legal basis:"** — the official name of the regulation, linked to the official source.
- **"Legal text as of: [date]"** — the version date of the cited regulation itself.
- **"Last checked on: [date]"** — the date Adoptivo last compared the information with the official source. These are two different dates: one describes the law, the other our check.
- A **freshness notice** if the last check was a while ago (older than 90 or 180 days) — in that case please also consult the official source.

Important: Adoptivo provides information about public regulations. This is not legal advice. The official sources always prevail — in case of doubt please consult the linked regulation or a lawyer.

Why do I need an address and date of birth for such an enquiry?

Which requirements apply depends on where you live — that is why Adoptivo needs your address to show you the correct regulations. You must also be at least 18 years old to enquire about a restricted breed; your profile's date of birth is used for this. If information is missing, clicking "Contact" first takes you to your profile and then back to the animal.

Chapter 9 — After first contact

Adopivo makes the introduction between you and the organization — everything else is arranged directly with the shelter or animal welfare organization, outside the platform:

- **Self-disclosure** — the organization's questionnaire about your home and life situation.
- **Pre-check / home visit** — many organizations visit you at home before the adoption.
- **Adoption contract and adoption fee** — both are agreed and handled directly with the organization. Adopivo does not conclude contracts and does not collect adoption fees.
- **Handover or transport** — organized by the organization together with you; Adopivo does not organize animal transport.

The decision about an adoption rests solely with the respective organization. Tip: clarify open questions in the Adopivo inbox — that keeps the entire history in one place for both sides.

Part C — For Shelters & Animal Welfare Organizations

This part of the Adopivo manual is for staff of shelters and non-profit animal welfare organizations: from registration and verification to animal profiles, team, inbox, breed-law check and the website widget.

Chapter 10 — Registration and verification

Who can register?

Adopivo is open to shelters and non-profit animal welfare organizations — both organization types have the same features on the platform. Commercial breeders and commercial animal dealers are excluded; this is checked during verification and is part of the shelter terms.

How do I register a shelter account?

1. First create a personal Adopivo account and confirm your email address (Part B, chapter 5).
2. Open the [For shelters](#) page and click **“Register a shelter”**.
3. Fill in the form:
 - the organization’s **official name**,
 - the **display name** — how your shelter appears publicly on Adopivo,
 - **country and language**,
 - the **address** via the address search — the details are taken over in the background,
 - optionally **phone, public email and website**.
4. Read the **shelter terms** and tick the checkbox.
5. Click **“Register a shelter”**. You automatically become the organization’s first managing person; verification follows as the next step.

How does verification work?

1. After registration, the **overview** (dashboard) shows the open steps — including uploading your verification documents.
2. Upload at least **one** of the proofs of non-profit or non-commercial activity valid for your country — for Germany, for example, the permit under § 11 of the Animal Welfare Act, a current register extract or the tax-exemption notice. The upload form lists the document types accepted for your country.
3. Adopivo reviews the documents. You can always see the current status in the sidebar of the shelter area.

Until verification is complete, you cannot publish animals — the animals page shows a “verification pending” notice. Once verified, you publish animal profiles immediately, without any further approval. Uploaded verification documents are not publicly accessible and are stored securely.

What is the difference between official name and display name?

The **official name** is your organization’s registered name; the **display name** is the name you appear under publicly on Adopivo. You can change the display name yourself — official name, country and organization type can only be changed via Adopivo support.

Chapter 11 – My shelter (profile and dashboard)

What does the overview (dashboard) show?

The overview bundles open steps (e.g. terms confirmation, verification documents) and is the entry point to all areas. The “My shelter” sidebar leads to: **Overview, Animals, Listenhund-Check, Widget, Shelter profile** (master data, description, logo), **Users, Inbox, Blocked adopters** and **Terms**. The top of the sidebar shows your verification status; the inbox entry shows the number of unread inquiries.

How do I maintain the master data?

Under **Shelter profile → Master data** you edit:

- **display name, address** (via the address search), **phone, public email, website** and **language**.
- **“Adoption radius (km)”** — the upper limit for all your animals. Leaving it empty means “open / international”. If a radius is set, it automatically becomes the default for every newly added animal; per animal you can set a smaller value, but not a larger one (chapter 12).

How do I embed videos in the shelter profile?

1. Open **Shelter profile → Master data**, section **“Videos”**.
2. Click **+ Add video** and paste a **YouTube or Vimeo link** — other providers are not supported; invalid links are flagged by the form.
3. Up to **6 videos** are possible; they are shown publicly on your shelter page. Remove an entry to delete it again.

Privacy note: visitors first see only a preview — the video is loaded from the provider only after a click (including a note about the data transfer). For a video directly on an animal, see chapter 12.

How do I maintain description, mission and adoption process?

Under **Shelter profile → Description**, first choose the **language of the texts**, then fill in the three public text fields: **description** (max. 4000 characters), **mission** (max. 2000) and **adoption process** (max. 4000). Repeat for every language you want to be reachable in — the texts appear on your public shelter page.

How do I upload a logo?

Under **Shelter profile → Logo**, upload a logo via **“Upload logo”** (JPEG, PNG or WebP, at most 5 MB — it is resized automatically) or remove it again.

Chapter 12 – Adding and managing animals

How do I create an animal profile?

1. Open **Animals** and click **“Add animal”** (available once your shelter is verified).
2. Enter the **basic data**: name, species, **breed(s)** — the first selected breed counts as the main breed, further ones as mix shares —, sex, date of birth or age estimate, size and weight.
3. Optionally: your own **animal ID** — it appears in the profile’s fact sheet and in the subject of incoming inquiries, so you can match inquiries to your own records.
4. Fill in the **text sections**: description, character, health, requirements for the new home.
5. Set the **attributes**: compatibility with children, dogs and cats as well as neutered / vaccinated / chipped (each can also be “unknown”).
6. Optionally: the **adoption radius** for this animal — leaving it empty adopts your organization’s maximum; an own value may be smaller but not larger (otherwise the form rejects it).
7. Save the animal. In the **“Draft”** status it is not yet public — it is published with the status **“Available”** (see below).

For breeds that are regionally restricted, Adopivo automatically shows the corresponding notes with official source references on the public animal profile (Part B, chapter 8). Use the Listenhund check (chapter 13) to look up the requirements yourself in advance.

How do I upload and edit pictures?

In the animal profile editor you upload several photos, crop them in the integrated image editor and set their order — the first picture is the cover image of the animal card in the search results.

How do I embed a video in an animal profile?

The animal profile editor has a **“Video (optional)”** section: paste a **YouTube or Vimeo link** into the **“Video link”** field — one video per animal. It appears in the photo gallery of the public animal profile and, for privacy reasons, is only loaded from the provider after a click. Videos for the shelter page itself are maintained in the master data (chapter 11).

How do I manage the animal status?

Every animal has a status:

- **Available** — publicly visible and contactable.
- **Reserved** — publicly marked as reserved.
- **Adopted** — adopted. Optionally you can keep the profile publicly visible after adoption and assign the adoption to an Adopivo adopter (selected among the people who contacted you via Adopivo — this strengthens their trust signal in the inbox). Without an assignment choose “walk-in / no Adopivo adopter”.
- **Draft** — not public.
- **Archived** — removed from active management.

When changing the status you can leave a short note (max. 500 characters); the **status history** documents all previous changes. In the animals overview you filter by All / Available / Reserved / Adopted / Draft and search by name.

How do I adopt animals out only together (bonded)?

In the **"Bonded adoption"** section of the animal profile editor you connect an animal with others that should only be adopted together (e.g. mother with young): search and add partner animals. When changing a status, Adopivo shows a confirmation so the status is applied to all bond members at the same time. Publicly, bonded animals appear linked to each other.

Chapter 13 – Listenhund check (breed-law check)

What is the Listenhund check for?

With the Listenhund check you verify, for a planned adoption, which country- and region-specific legal requirements apply to the breed(s) at the adopter's place of residence. The data is based on official regulations (federal, state, canton). The tool provides information — not legal advice.

Note: the check tool's interface is currently provided in German, as it covers regulations in German-speaking regions; the German labels are quoted below with translations.

How do I run a check?

1. Open **Listenhund-Check** in the sidebar.
2. Enter the adopter's place of residence ("Wohnort des Adoptierenden") — town, federal state, canton or autonomous region; no streets or house numbers, as the requirements apply regionally.
3. Select the animal's breed(s). The first selected breed counts as the main breed, further ones as mix shares — mix shares only trigger regulations that explicitly include crossbreeds.
4. Click "**Auflagen prüfen**" (check requirements).

How do I read the result?

- A **banner** classifies the case (breed subject to special requirements, mixed breed, or regionally regulated without a known region).
- Below it, the **requirements per regulation** follow with a complete source reference: "**Legal basis:**" (official regulation name, linked), "**Legal text as of:**" (version date of the cited regulation) and "**Last checked on:**" (date of Adopivo's last verification) — two deliberately separate dates.
- Where applicable, an **import restrictions** section follows — for example when importing a breed is prohibited under the listed provisions (relevant for adoptions from abroad).
- A data-status card shows when the data base was last updated; for older data an additional freshness notice appears.
- The expandable "**no legal advice**" notice explains the limits of the information. In case of doubt, the linked official source always prevails.

Chapter 14 – Team and user management

Which roles exist?

There are two roles: **Administrator** and **Member**. Both work with animals and the inbox; certain areas are reserved for administrators — for example the “Blocked adopters” view and creating, showing and revoking widget tokens. The person who registered the shelter automatically becomes the first managing person.

How do I invite colleagues?

1. Open **Users** in the sidebar (“User management”).
2. Under “**Invite a colleague**”, enter the email address, choose the **role** and click “**Send invitation**”.
3. Under “**Open invitations**” you can “**Resend**” or “**Withdraw**” an invitation.

How do I accept an invitation?

1. Open the link from the invitation email.
2. Sign in with exactly the **invited email address** — the invitation is not valid for any other address. No account yet? Register first (Part B, chapter 5), then open the link again.
3. Click “**Accept invitation**” (or “**Decline**”). After accepting you are part of the team and taken straight to the shelter dashboard.

Expired or already used invitations are reported by the page — in that case ask for a new invitation.

How do I change roles or remove members?

In the member list you change roles via “**Make admin**” or “**Make member**” and remove people via “**Remove**” (with a confirmation prompt).

Chapter 15 – Inbox for organizations

How do I work with inquiries?

- The inbox (“**Inquiries**”) collects all conversations in the tabs **All**, **Unread**, **Favorites**, **Archived** and **Trash** (permanent deletion after 30 days). The search field searches subject, adopter and animal.
- Every inquiry is linked to the animal in question; if you have assigned your own animal ID, it is part of the subject.
- If the adopter shares their location, the conversation header shows their city and the approximate distance to your shelter — nothing else.
- Reply via the text field and “**Send**”. Messages are plain text.
- The inbox is **team-enabled**: all staff share the same inquiries, with a per-person read status — holiday and substitution cases work without any assignment overhead. Adopivo additionally notifies you about new messages by email.
- Per conversation: set a favorite, archive, delete.

How do I block adopters — and what does a block do?

The “**Blocked adopters**” view (administrators only) manages people your shelter has actively blocked: tab “Active blocks” and tab “History”. A block means: reading existing conversations remains possible, sending is blocked — in both directions. You can lift a block there at any time.

Chapter 16 — Widget: your animals on your own website

What is the widget?

With the widget (“**Widget & Embedding**”) you embed your animals published on Adopivo directly on your own website — without maintaining anything twice. Technically, a **web component** (recommended) and a **JSON API** for developers are available; iframe embedding will follow in a later version.

How do I set up the widget?

1. **Create a token** (administrators only): assign a **label** (for recognition only, e.g. “main site”) and the **domain** of your website. Each token is valid for exactly one domain — including its subdomains; the widget is only delivered there.
2. **“Configure your widget”**: language, species, age, sex, size, compatibility (children, dogs, cats), number of animals, cards per row, font and corner radius. **“Colours (Pro)”**: colours are a Pro feature — the preview shows your colours immediately; on your website they are applied with the Pro plan, and the configuration is kept.
3. **Embed the code**: copy the code from “Embed code” via **“Copy code”** and paste it into your website. Insert your real token — an administrator can reveal it via **“Show token”**.
4. **“Show preview”** opens a live preview of the widget with your configuration.

How do I manage the tokens?

- Treat a token like a password; administrators can reveal it again at any time.
- **“Regenerate”** replaces a token — the previous one becomes invalid immediately; embedded widgets must be updated.
- **“Revoke”** deactivates a token; widgets using it stop showing animals. Revoked tokens can be deleted permanently.

Part D — Help & Legal

Chapter 17 – Frequently asked questions (FAQ)

For adopters

Does Adopivo cost anything?

No. Adopivo is free for adopters — and also for shelters and animal welfare organizations.

Do I need an account to search for animals?

No. Searching, reading animal profiles and viewing shelters works without an account. You need one for contacting shelters, the inbox and favorites stored across devices (chapter 5).

How does the adoption itself work?

Directly between you and the organization, outside Adopivo: self-disclosure, pre-check or home visit, adoption contract, adoption fee and handover (chapter 9).

Are the shelters on Adopivo checked?

Yes. Every organization is verified against country-specific documents before activation; commercial breeders and commercial dealers are excluded (chapter 2).

Why do I receive a code by email when signing in?

On a new device, a 6-digit confirmation code protects your account. The device is then trusted for 30 days (chapter 5).

Why can't I contact a shelter immediately about a restricted breed?

For enquiries about restricted dog breeds Adopivo needs your address (for the requirements at your place of residence) and your date of birth (adulthood). Details in chapter 8.

How do I get a copy of my stored data?

Via the data export in the settings (GDPR Art. 15) — the download link arrives by email (chapter 5).

For shelters & animal welfare organizations

What does Adopivo cost for organizations?

Using Adopivo is free. Individual extra features are marked as Pro features — for example the widget's colour customization (chapter 16).

Do our animal profiles need individual approval?

No. Once your organization is verified, you publish animal profiles immediately yourself (chapter 12).

Which documents count for verification?

Each country has its own document types; one valid proof of non-profit or non-commercial activity is enough — for Germany e.g. the § 11 Animal Welfare Act permit, a register extract or the tax-exemption notice (chapter 10).

Can several staff members work with the same shelter?

Yes. Via user management you invite any number of colleagues by email, with the roles Administrator and Member (chapter 14). The inbox is team-enabled (chapter 15).

Can we show our Adoptivo animals on our own website?

Yes, with the widget — without maintaining anything twice (chapter 16).

How do we check breed-law requirements for a planned adoption?

With the Listenhund check: enter the adopter's place of residence and the breed(s), then run the check (chapter 13).

Chapter 18 – Glossary

Display name

The name under which an organization appears publicly on Adopivo — as opposed to its official (registered) name.

Verification

The review of an organization against country-specific proofs of non-profit or non-commercial activity before it can publish animal profiles.

Self-disclosure

The organization's questionnaire about the adopter's home and life situation — part of the adoption process outside Adopivo.

Pre-check / home visit

The organization's visit to the adopter before the adoption — outside Adopivo.

Adoption contract

The contract between organization and adopter about taking over the animal. Adopivo is not a party to it.

Adoption fee

The fee the organization charges for the adoption — arranged directly with the organization, never via Adopivo.

Restricted breed ("Listenhund")

A dog breed subject to special requirements under regional regulations. Adopivo shows notes with official source references.

"Legal text as of"

The version date of the cited regulation — not to be confused with "Last checked on", the date of Adopivo's last verification.

Adoption radius

The radius around its location within which an organization adopts an animal out. Outside it, the animal does not appear in search results.

Bond (bonded adoption)

A connection between several animals that should only be adopted together, e.g. mother with young.

Animal status

Available, Reserved, Adopted, Draft or Archived — maintained by the shelter and visible on the animal profile.

Token (widget)

The access key for an organization's website widget; valid for exactly one domain and to be treated like a password.

Chapter 19 — Support and contact

- **Questions about the platform or this manual:** support@adopivo.com
- **Questions about a specific animal or an ongoing enquiry:** directly to the respective organization — ideally via the Adopivo inbox, so the history stays in one place.
- **Privacy requests:** datenschutz@adopivo.com
- **Security reports:** security@adopivo.com

Chapter 20 — Legal notes

This manual describes the platform's features. The following documents are legally authoritative — in case of deviations they take precedence over the manual:

- [Terms and Shelter terms](#)
- [Privacy policy](#)
- [Imprint](#)

Notes on restricted-breed requirements on Adopivo provide information about public regulations and are not legal advice; the linked official sources prevail (chapters 8 and 13).

Chapter 21 – What's new & version history

What's new in version 1.0?

Version 1.0 is the first edition of the Adopivo manual, so there are no changes compared to a previous version. From the next version on, this section will list the most important changes as bullet points, each linked to the affected chapter.

- Complete first documentation of all platform features for [adopters \(Part B\)](#) and [organizations \(Part C\)](#).
- [Full-text search](#) across all manual chapters on this page.
- Official [PDF download](#) with all chapters.

Version history

- **Version 1.0 — 11 June 2026:** First edition. Chapters 1–21, full-text search, PDF download in five languages.

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Online version of this manual:
<https://www.adopivo.com/en/manual.html>

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