

CentrepoinTE Animal Hospital respects your privacy and is committed to protecting it through this Privacy Policy. 1

This Privacy Policy describes the types of information we may collect from you or that you may provide when you visit our website or interact with our services, and our practices for collecting, using, maintaining, protecting, and disclosing that information.

By accessing or using our website, you agree to this Privacy Policy.

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### **Information We Collect**

We may collect several types of information from and about users of our website, including:

- Personal information such as name, email address, phone number, and mailing address
  - Information related to your pet, including veterinary medical records and appointment history
  - Information you provide when filling out forms on our website or in person
  - Records and copies of correspondence (including email addresses) if you contact us
  - Details of transactions you carry out through our services
  - Information collected automatically through cookies and analytics tools
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### **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any personal information:

- To provide you with veterinary services and support
- To respond to inquiries, appointment requests, and other communications
- To manage patient records and provide appropriate medical care
- To improve our website, services, and client experience
- To notify you about changes to our services or policies

- To fulfill any other purpose for which you provide the information
- To comply with applicable laws and regulations

We do not sell, rent, or trade your personal information.

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### **Disclosure of Your Information**

We may disclose personal information that we collect or you provide:

- To contractors, service providers, and other third parties who support our operations
  - To comply with any court order, law, or legal process
  - To enforce or apply our terms of use and other agreements
  - If we believe disclosure is necessary to protect the rights, property, or safety of CentrepoinTE Animal Hospital, our clients, or others
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### **SMS/Text Messaging Privacy**

- CentrepoinTE Animal Hospital may offer SMS/text messaging as a method of communication for client service purposes, including appointment reminders, scheduled services, and general customer care.
  - **No Sharing of Mobile Opt-In Information**
  - No mobile opt-in data or consent will be shared with third parties or affiliates for marketing or promotional purposes.
  - All categories of personal information described in this Privacy Policy exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties.
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### **SMS Terms of Use**

By providing your mobile phone number and opting in, you agree to receive SMS/text messages from CentrepoinTE Animal Hospital, which may include:

- Messages regarding upcoming appointments, scheduled services, and general customer care.

- You may cancel the SMS service at any time by texting "**STOP**". After you send "STOP," we will send a confirmation message and you will no longer receive SMS messages from us.  
If you wish to re-subscribe, you may text "**START**."
  - If you experience issues with the messaging program, you may reply with the keyword "**HELP**" for more assistance or instructions.
  - Carriers are not liable for delayed or undelivered messages.
  - Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary depending on your appointment schedule and service needs. For questions about your text plan, please contact your wireless provider.
  - For more information regarding privacy, please review this Privacy Policy.
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### **Cookies and Tracking Technologies**

Our website may use cookies and similar tracking technologies to enhance user experience and collect information about website traffic and usage.

You may set your browser to refuse cookies or alert you when cookies are being sent. Please note that disabling cookies may affect some website functionality.

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### **Data Security**

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

However, the transmission of information via the internet is not completely secure. While we strive to protect your personal information, we cannot guarantee its security.

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### **Third-Party Websites**

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites. We encourage you to review the privacy policies of any third-party sites you visit.

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## **Changes to Our Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

Your continued use of the website after we make changes is considered acceptance of those changes.

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## **Contact Information**

To ask questions or comment about this Privacy Policy and our privacy practices, you may contact us at: [info@cahospital.ca](mailto:info@cahospital.ca) or 613-226-6789