

Windsor Veterinary Professional Corp. is dedicated to upholding your privacy and safeguarding your personal information. It is crucial that you carefully review this policy to understand how we manage and process your data, ensuring you are informed about your privacy rights and the legal protections afforded to you.

What does this policy cover?

1. Key information and identifying us
2. Types of personal data we collect and how we utilize it
3. Sharing your personal data
4. Ensuring the security of your personal data
5. Data retention practices
6. Exercising control of your information
7. Update to This Privacy Policy and your responsibility to keep us informed
8. Objective of this Privacy Policy

This privacy notice explains how we gather and handle your personal data in connection with the veterinary services we provide you're your pet. It covers your interactions with our website, app, and in-practice services, as well as any communications you have with us.

As per federal and provincial privacy laws, Clearwater Animal Hospital, located at 1117 Walker Road, Windsor, Ontario, Canada, serves as the data controller responsible for managing your personal data.

Contact Information: For any questions or requests concerning your legal rights, please reach out to us:
Email: wvpc2017@gmail.com

Third-Party Links: Our website may contain links to third-parties, plugins, and applications. Clicking on such links or enabling connections may result in data collection or sharing by third parties. We advise reviewing the privacy notices of these websites and applications for further information.

Personal Data Collection

We process various categories of personal data for the following purposes:

- Registering you with our practice
- Providing veterinary services and products
- Supporting credit & financing applications
- Informing you about products and services
- Maintaining communication with you
- Ensuring safety and security, and preventing and detecting crime
- Complying with legal obligations

We collect Data through direct interactions, automated technologies, and third parties, ensuring compliance with applicable laws and regulations.

Sharing your Personal Data

We share your personal data with various companies to facilitate the services you request, including payment processors, technology service providers, insurance providers, law enforcement agencies, debt collectors and others. Before sharing your data, we ensure these parties adhere to confidentiality and security standards. For medical notes, callbacks, lab reporting: we utilize Scribenote software for recording

and transcribing veterinary visits, ensuring accurate documentation while safeguarding personal information. We may record any calls made to and from the practice to provide quality service, training and assurance to our employees and clients. Pet Desk aids in appointment bookings, reminders, and access to medical information, adhering to our privacy policies and relevant laws. Where CCTV is in use, there will be signs bringing this to your attention. We use CCTV to ensure the safety and security of clients, employees, the practice, and aiding in theft prevention. If required by law, we will share this with law enforcement agencies.

Ensuring the Security of Your Personal Data

We implement appropriate security measures to prevent unauthorized access, use, alteration, or disclosure of your information. Access to personal data is restricted to authorized personnel, subject to confidentiality obligations. We have established procedures to address suspected data breaches and comply with legal notification requirements.

For guidance on protection your information against online threats, the Government of Canada established an initiative: [Get Cyber Safe](#)

Data Retention Practices

We retain your data only for necessary durations to fulfill the purposes for which it was collected, including legal and regulatory obligations. If you wish to close your account or have questions regarding retention, please contact your local practice or app support.

Exercising Control Over Your Information

Under federal and provincial privacy legislation, you possess important rights regarding your personal data. This includes being informed about data usage, accessing your data, challenging compliance, and lodging complaints with relevant authorities. To exercise your rights, complete the [Privacy Rights Form](#).

Updates to This Privacy Notice and Your Responsibility to Keep Us Informed.

We regularly review and update our privacy notice to reflect changes in our practices or legal requirements. The latest version, last revised on May 30, 2024, ensures the accuracy and currency of your personal data. Kindly inform us of any changes to your personal information during our relationship.