

PRIVACY POLICY

1. We respect your privacy

- 1.1. VetCare respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. This policy sets out how we collect and treat your personal information.
- 1.2. "Personal information" is information we hold which is identifiable as being about you. Our veterinarians, veterinary support and other staff, from time to time, also create and maintain records relating to the animals under their care in accordance with their legal and professional obligations.

2. Collection of personal information

- 2.1. VetCare will, from time to time, receive and store personal information you enter onto our website, provide to us directly or give to us in other forms, over the phone or through email, for the purposes of providing veterinary services to your pet or animal. These purposes also include communication with you about upcoming appointments, health checks, vaccination schedules and other veterinary related matters such as responding to your questions and providing you with information or advice about your pet or animal, or for administration of billing, debt recovery, complaint management, quality assurance, service improvement and/or product development, and training.
- 2.2. The information we collect from you may include your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order, pet or animal ownership details and if applicable, insurance details for the treatment of your pet or animal. We may collect additional information at other times, including when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our staff.
- 2.3. We may also collect other information as required under applicable veterinary surgeons legislation.
- 2.4. If you are a candidate for employment, we may collect information including information relating to your employment history, work eligibility rights and referee details.

3. How we collect your personal information

- 3.1. VetCare collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties such as your pet insurer or previous veterinarian. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

- 4.1. VetCare may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your

personal information to improve our products and services and better understand your needs.

- 4.2. VetCare may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

5. Disclosure of your personal information

- 5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors or related bodies corporate insofar as reasonably necessary for the purposes set out in this Policy. Your personal information may also be disclosed to other veterinary care professionals (such as veterinary pathologists), in accordance with our professional obligations, or to your pet insurer (if applicable), while providing you with veterinary services. Personal information is only supplied to a third party when it is required for the delivery of our services.
- 5.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, during a legal proceeding or in response to a law enforcement agency request.
- 5.3. We may use your personal information to protect the copyright, trademarks, legal rights, property or safety of VetCare, our website, customers or third parties.
- 5.4. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of New Zealand. These may include but are not limited to Australia and the United States.
- 5.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 5.6. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

- 6.1. VetCare is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- 6.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

7. Access to your personal information

- 7.1. You may request details of personal information that we hold about you. An administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at nurses@vetcare.net.nz
- 7.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in applicable laws.

8. Complaints about privacy

- 8.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to the Privacy Officer, VetPartners Australia and New Zealand, Unit 1 Macquarie Link, 277 Lane Cove Road, Macquarie Park, New South Wales, 2113. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9. Changes to Privacy Policy

- 9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Website

10.1. When you visit our website

When you come to our website (<https://vetcare.net.nz/>) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

10.2. Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

10.3. Third party sites

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that VetCare is not responsible for the privacy practices of other such

websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of every website that collects personal identifiable information.