
1. WE RESPECT YOUR PRIVACY

- 1.1. Veterinary Specialist Services Pty Ltd respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). This policy sets out how we collect and treat your personal information.
- 1.2. Our veterinarians create and maintain records of animals under our care in accordance with their legal and professional obligations. We may be required to collect your personal information under State/Territory Veterinary Surgeons Legislation.
- 1.3. "Personal Information" is information we hold which is identifiable as being about you and your pet.

2. COLLECTION OF PERSONAL INFORMATION

- 2.1. Veterinary Specialist Services Pty Ltd will, from time to time, receive and store personal information you enter onto our website, provided to us directly, given to us in other forms, or conversations with our staff.
- 2.2. You may provide basic information such as your name, phone number, address, email address and pet details to enable us to send information, provide updates and communication. We may also collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your contact or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our Customer Service Team.
- 2.3. Additionally, we may also collect any other information you provide while interacting with us.
- 2.4. If you are a candidate for employment, we may collect other information. This may include information relating to your employment history, working eligibility rights, suitability for the role you are applying for, and your referee details.

3. HOW WE COLLECT YOUR PERSONAL INFORMATION

- 3.1. For the purposes of providing veterinary services to your pet, Veterinary Specialist Services Pty Ltd 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 services to you. The personal information we collect about you may include your name, phone number (or emergency contact numbers), address (residential or business) and email address to enable us to send information, provide updates and correspondence, and pet details (including insurance where applicable). We may receive personal information from third parties (your referring veterinarian), if we do, we will protect it as set out in this Privacy Policy.

4. USE OF YOUR PERSONAL INFORMATION

- 4.1. Veterinary Specialist Services Pty Ltd will collect, hold and use your personal information to provide safe and effective veterinary care to your pet, to provide information or advice regarding ongoing care of your pet, and to respond to communication or complaints made by you.
- 4.2. Veterinary Specialist Services Pty Ltd 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 or your pet. We may use your personal information to improve our products and services and better understand your needs.
- 4.3. Veterinary Specialist Services Pty Ltd 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 insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the effective veterinary care of your pet.
- 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, in the course of a legal proceeding or in response to a law enforcement agency request (including with respect to quarantine, public health and notifiable diseases).
- 5.3. We may also use and disclose your personal information for the other purposes such as administering billing (including administration of pet insurance and other third-party payment arrangements) and debt recovery; training of staff and veterinary care workers; to seek feedback in relation to customer satisfaction and our relationship with you and perform research and statistical analysis using such feedback.
- 5.4. Veterinary Specialist Services Pty Ltd may disclose your personal information to other veterinary care professionals (for example veterinary pathologists and radiographic imaging consultants) in the course of providing treatment to your pet.
- 5.5. We may also use your information to protect the copyright, trademarks, legal rights, property or safety of Veterinary Specialist Services Pty Ltd, www.vss.net.au, its customers or third parties.
- 5.6. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.
- 5.7. If there is a change of control to 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 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.
- 5.8. 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. Veterinary Specialist Services Pty Ltd is committed to ensuring that the information you provide to us is secure. In order 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 your personal information that we hold about you in accordance with the provisions of the *Privacy Act 1988* (Cth). If you would like a copy of the information, which we hold about you and your pet/s, or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at vss@vss.net.au
- 7.2. We reserve the right to refuse to provide you with information that we hold about you or your pet/s, in certain circumstances set out in the Privacy Act.

8. DESTRUCTION OF PERSONAL INFORMATION

- 8.1. Veterinary Specialist Services Pty Ltd will take reasonable steps to destroy or permanently de-identify your personal information where it is no longer required. Personal information which forms part of our veterinary surgeons' treatment records must be maintained in accordance with legislative and professional requirements.

9. DIRECT MARKETING

- 9.1. Veterinary Specialist Services Pty Ltd may send you direct marketing communications to keep you informed about products and services which are related to the health of your pet (for example, via email, SMS, or regular mail).
- 9.2. Veterinary Specialist Services Pty Ltd acknowledges and respects its customers' choice to "opt-out" of direct marketing communication activities, and you may opt out of direct marketing communications at any time by contacting us on 1800 442 648 or emailing us at vss@vss.net.au
- 9.3. If you have indicated a preference for a method of communication, we will endeavour to use that method wherever practical to do so.
- 9.4. You can unsubscribe from our emails by clicking the 'unsubscribe' link on the footer of the email communication you received.

10. COMPLAINTS ABOUT PRIVACY

- 10.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to Veterinary Specialist Services Pty Ltd, 14 The Centre@Springwood, Cnr Lexington and Logan Roads, Underwood Qld 4119. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

11. CHANGES TO PRIVACY POLICY

- 11.1. 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.

12. WEBSITE

12.1. *When you visit our website*

When you come to our website (www.vss.net.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

12.2. *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.

12.3. *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 Veterinary Specialist Services Pty Ltd 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 each and every website that collects personal identifiable information.

If you would like to contact us in relation to this Privacy Policy or your personal information please contact The Business Manager, Veterinary Specialist Services Pty Ltd, vss@vss.net.au or alternatively call 1800 442 648.