

Heal Vet Privacy Policy

Last updated 05/01/2023

This Policy covers all interactions with Heal Veterinary Clinic, including our clinic operation, medical records and client database, our website, our email systems, and our phone and text systems.

We store and use your personal information for the exclusive purpose of providing your pet with veterinary medical services ("Our Services" or, the "Service").

We will not sell or give your information to someone else for advertising, or make money by showing you other people's ads. This policy tells you what information we do collect from you, what we do with it, who can access it, and what you can do about it.

Information we collect:

We only collect the information that we actually need. Some of that is information that you actively give us when you fill out a new client information form, sign up for an account, register for an event, ask for customer service, or buy something from us.

We store your name(s) and contact information, household information, and transaction history. We don't store credit card numbers (except with your permission and in one of our secured payment gateways).

When you visit our clinic, call us, email us, or otherwise interact with our staff we make transcriptions of all communication as well as detailed medical history of all observation, diagnoses, medications, recommendations, and diagnostic information in the medical records of your pet(s). We store all this information in our practice management software and to a lesser extent in our email, phone and text system archives.

Release and Ownership of Information

Massachusetts law requires us to get your consent prior to releasing your pet's medical records. We can get that consent verbally or in writing and we will ask for it prior to releasing records in every circumstance except:

- 1) As required by law; for instance, if required by law enforcement.

- 2) If requested by a familiar veterinary emergency facility where we have a creditable belief that your pet is, or soon will be treated, there, and there is a time-sensitive requirement for the treating veterinarian at that facility to have your pet's medical history information.

You may opt out of our sharing for Exception #2 noted above by contacting us as described later in this Policy.

Please note that pet medical records are not controlled by HIPPA.

Notwithstanding, our medical records and our client database are the sole property of Heal Veterinary Clinic.

You may request a copy of your pet's medical record including the information we store about you at any time, using the Contact Information for Heal Veterinary Clinic noted below in this Policy.

Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services. An example of this is our Medical Reference Laboratory providers, who process medical tests for your pet.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from children under 18. If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please contact us. If we discover that a child under 18 has

provided us with Personal Information, we will delete such information from our servers immediately.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Request to review, modify and delete personal information

You can contact us to request a copy of your Personal Information to review it for inaccuracies, modify it to make corrections, and/or delete if it is not necessary for legitimate business purposes. We reserve the right to decline requests that we believe to be unauthentic or unlawful.

Data accuracy and retention

We do our best to make sure your Personal Information is accurate and up to date. Since most Personal Information is self-reported, we rely on you to provide us with the most current information. We ask that you contact us to review your Personal Information for accuracy and make corrections as needed.

Heal Vet will retain Personal and Non-Personal Information for as long as needed to provide our Services. This information may also be retained in order to comply with legal requests, honor opt-out preferences, resolve disputes, prevent abuse and enforce existing agreements.

SMS Text Message Privacy:

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. This includes your text messaging originator opt-in data and consent and personal information.

- Opt-In consent data and your mobile number will not be shared with any third parties.
- Personal information will not be shared or sold to third parties for marketing purposes.

- **Website Privacy:**

Website Privacy:

Heal Veterinary Clinic ("us", "we", or "our") operates the heal.vet website (the "Service"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information when you use our Service.

We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Information for providing and improving the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible at www.heal.vet

Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Log Data

We collect information that your browser sends whenever you visit our Service ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

Cookies

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Email Privacy:

We do not share your email addresses with third-party organizations, except in the following circumstances:

- if we have received your explicit consent; or
- if needed to provide Services for the you, such as sending emails from one of our third-party vendors; for example reference laboratories, or diagnostic imaging consultants

We sometimes collect specific information on email responses, such as how many recipients open an email or click links provided in an email message. This information is used solely within our company to make sure that our content is relevant and has been received. None of this information is sold or distributed outside Heal Vet.

You can manage your email subscriptions to subscribe or opt-out of our newsletters. To unsubscribe from a particular mailing you have received, follow the unsubscribe instructions included in that email's footer.

You can contact us at our published main number if you wish to opt out of email reminders, emailed receipts and medical notes, or email communication about your pet's medical conditions.

Contact us

Your privacy is important to Heal Vet. If you have any questions about this policy, your Personal Information or our privacy practices, or if you would like to make a complaint about a possible policy issue, you can reach us here:

Email us at frontdesk@heal.vet

Call us at 617-932-5166

Mail us at

General Manager

Heal Veterinary Clinic

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