



Privacy Policy

1. Introduction

Cherished Pets Veterinary Clinic (Cherished Pets) is committed to protecting the privacy of personal information we collect, hold, and administer in the course of delivering our services. Personal information is data that directly or indirectly identifies a person. This policy outlines our responsibilities under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Purpose

This Privacy Policy provides a framework for how Cherished Pets manages personal information. It outlines our commitment to transparency, security, and accountability in the collection, use, and storage of personal data.

3. What Personal Information We Collect

CPF collects and administers a range of personal information necessary to provide in-home pet care and related services to elderly and disabled pet owners. The types of information collected may include:

To provide veterinary services and related support, Cherished Pets collects a range of personal information, which may include:

- **General Information:** Name, address, phone number, email, and emergency contacts
- **Pet Information:** Pet's name, species, breed, age, medical history, treatment notes, and care needs

- **Health and Disability Information:** Where relevant and provided voluntarily, to ensure inclusive and accessible service
- **Payment Information:** Billing details, transaction records, and insurance or payment plan details
- **Identification Documents:** Where required, such as for consent, verification, or medication authorisation
- **Communication Records:** Notes from calls, emails, or messages between clients and the clinic
- **Employment and Volunteer Information:** For those applying to work or volunteer with the clinic

4. How We Collect Personal Information

We collect personal information through the following channels:

- Directly from individuals when registering as a client, booking an appointment, or accessing our services
- Through our website, email, or social media platforms
- In-person at our clinic or during home visits
- From third parties, such as referring veterinarians, shelters, social services, or payment providers—with consent

5. Why We Collect Personal Information

Cherished Pets collects personal information to provide safe, effective, and tailored veterinary care. Specifically, we use it to:

- Deliver veterinary and animal wellbeing services
- Schedule appointments and manage client communications
- Process payments, invoices, and insurance claims

- Maintain accurate medical and care records for pets
- Provide tailored care for clients with specific access or support needs
- Comply with legal and professional obligations, including veterinary regulations
- Engage with clients about services, wellbeing information, and updates

6. Who We May Share Your Information With

Cherished Pets does not sell or rent personal information. However, we may share information in the following circumstances:

- **Veterinary Partners or Specialists:** When referral or shared care is required, with client consent
- **Service Providers:** Such as payment platforms, IT support, or booking systems
- **Government or Regulatory Bodies:** As required to meet professional or legal obligations
- **Third-Party Funders or Charities:** Where relevant to accessing financial assistance (e.g. Cherished Pets Foundation), with client consent
- **In Emergencies or Legal Situations:** If required to prevent harm or comply with law enforcement

All external service providers are required to comply with Australian privacy standards and data security practices.

7. Data Security and Storage

Cherished Pets takes all reasonable steps to protect personal information from misuse, loss, or unauthorised access. These include:

- Secure practice management systems with encrypted data storage
- Role-based access to confidential records

- Staff training in privacy and data handling
- Confidentiality agreements for staff and contractors
- Secure backup and retention protocols

Data is primarily stored in secure servers located within Australia. If any offshore storage is used, we ensure compliance with the Privacy Act.

8. Accessing, Correcting, or Updating Your Information

You have the right to:

- Access the personal information we hold about you
- Request corrections to your personal information
- Withdraw consent for specific uses or opt out of communications

Please contact us using the details below to request access or updates. We will respond within a reasonable time. If access is refused, a written explanation will be provided as required under the Privacy Act.

9. Cookies and Online Data Collection

Our website may use cookies to:

- Improve site functionality and user experience
- Analyse website traffic and interactions
- Support secure online bookings and transactions

We do not collect personal information via cookies unless explicitly provided by the user. You can manage cookie preferences in your browser settings.

10. Privacy Complaints Process

Individuals with privacy concerns or complaints can contact us at support@cherishedpetcare.com.au

We will respond promptly and work to resolve any concerns. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

11. Policy Review and Updates

Cherished Pets will review this Privacy Policy regularly to ensure it reflects current legal requirements and best practices. The most recent version will always be available on our website.