

Privacy Policy

Last Updated: 8/9/2024

1. Introduction

Welcome to Whites Creek Veterinary Clinic ("we," "our," "us"). Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.Whitescreekvet.com, use our services, or communicate with us via 10-Digit Long Code (10DLC) messaging. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site or use our services.

2. Information We Collect

a. Personal Information

We may collect personal information that you voluntarily provide to us when you:

- **Schedule an appointment**
- **Subscribe to our newsletter**
- **Fill out a form on our website**
- **Contact us via phone, email, or 10DLC messaging**

This information may include:

- **Name**
- **Email address**
- **Phone number**
- **Mailing address**
- **Pet information (e.g., name, breed, age, medical history)**

b. Automatically Collected Information

When you visit our website, we may automatically collect certain information about your device, including your IP address, browser type, and operating system. This information is used to improve our website and provide a better user experience.

3. Use of Your Information

We use the information we collect to:

- **Provide, operate, and maintain our website and services**
- **Process and manage appointments and inquiries**
- **Communicate with you, including sending you updates, promotions, and service-related messages via email and 10DLC messaging**

- Improve our website and customer service
- Comply with legal obligations and resolve disputes

4. Disclosure of Your Information

We may share your information with:

- Service providers who perform services on our behalf, such as appointment scheduling and email marketing
- Law enforcement or regulatory agencies if required by law
- Other third parties with your consent

5. 10DLC Messaging

We use 10-Digit Long Code (10DLC) messaging to communicate with you. By providing your phone number, you consent to receive SMS/MMS messages from us regarding appointments, promotions, and service-related updates. Message and data rates may apply. You may opt out of receiving these messages at any time by following the instructions provided in the message or contacting us directly.

6. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, use, or disclosure. However, no data transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

7. Your Rights

Depending on your location, you may have certain rights regarding your personal information, including the right to access, correct, or delete your data. To exercise these rights, please contact us using the information provided below.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last Updated" date. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Whites Creek Veterinary Clinic
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