

Privacy Policy for East Lake Animal Clinic

Last Updated: 11/07/2024

1. Introduction

At East Lake Animal Clinic (hereinafter “the Clinic,” “we,” “us,” or “our”), we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and protect the information we obtain from clients, patients, and website visitors. By visiting our Clinic, using our services, or accessing our website, you agree to the terms described in this Privacy Policy.

2. Information We Collect

- **Personal Information:** We collect personal information provided by clients, including names, contact details (phone numbers, addresses, and email addresses), and payment information.
- **Pet Health Information:** To provide the best care for your pet, we collect relevant health information, medical history, and treatment details for each animal patient.
- **Website Data:** If you visit our website, we may collect information like IP addresses, browser types, and other usage data through cookies and similar technologies.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide veterinary services and ensure the health and safety of your pet
- To communicate with you regarding appointments, medical care, and Clinic updates
- To process payments and manage billing
- For internal record-keeping and regulatory compliance
- To improve our website and services through data analysis and feedback

4. Sharing Your Information

Consumer information is not shared with third-parties for marketing purposes. We may share your information in the following circumstances:

- **Service Providers:** We may share your information with third-party providers (e.g., labs, pharmacies) necessary for delivering veterinary services.
- **Legal Requirements:** We may disclose information if required by law or to protect the rights, property, or safety of the Clinic, our clients, or others.
- **Emergencies:** In case of an emergency, we may share pet health information with other veterinary professionals or emergency services.

5. Data Security

We are committed to protecting your information. The Clinic implements security measures to prevent unauthorized access, misuse, or disclosure of your data. However, no system is entirely secure, and we cannot guarantee absolute security.

6. Retention of Information

We retain personal and pet health information only as long as necessary to fulfill our services or comply with legal requirements. When information is no longer required, we take steps to securely dispose of or anonymize it.

7. Your Rights and Choices

You have the right to:

- Access and request copies of your information
- Update or correct any inaccuracies in your personal information
- Request deletion of your data (subject to regulatory and business requirements)

For any of these requests, please contact us at the details provided below.

8. Children's Privacy

Our services are not directed toward children under 13. We do not knowingly collect personal information from children under 13.

9. Updates to this Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website, and, where appropriate, we may notify you directly. Please review this Privacy Policy regularly.

10. Contact Us

If you have questions or concerns about this Privacy Policy, or wish to exercise any of your rights, please contact us at:

East Lake Animal Clinic

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Minneapolis, MN 55406

(612) 729-2374

eastlakeanimalclinic@gmail.com