



NOAH'S ARK VETERINARY SERVICES

Privacy Policy for Noah's Ark Veterinary Services

Introduction

Noah's Ark Veterinary Services (referred to as "we", "us", or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines our practices concerning the collection, use, and disclosure of your information through the operations of our website at noahsarkvet.com.au (the "Site"), in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) ("Privacy Act").

Collection of Information

We collect personal information to provide and improve our veterinary services and to communicate effectively with pet owners. Information collected may include:

- **Personal Details:** Name, address, contact details.
- **Pet Information:** Details about your pets, their medical history, and treatment details.
- **Technical Data:** We automatically collect information about your visit to our website, such as your IP address, browser type, operating system, and pages viewed, to improve its performance and user experience.

Use of Information

Your personal information is used to:

- Provide veterinary services and treatments.
- Communicate with you about your pet's health and our services.
- To enhance our website, improve user experience, and understand website usage.
- Comply with legal obligations and regulatory requirements.

Disclosure of Information

We do not sell, rent, or trade your personal information. We may share your information with:

- **Healthcare Providers:** To veterinary specialists or emergency centres if a referral is necessary.

- **Service Providers:** Third-party vendors who help us operate our website or manage communications.
- **Legal Obligations:** If required by law or in response to legal requests, we may disclose your information.

Security of Your Information

We are committed to ensuring the security of your personal information and take reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification, or disclosure.

Access and Correction

You have the following rights regarding your personal information:

- **Access:** You can request access to the information we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete information.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal obligations.
- **Opt-Out:** You can opt out of receiving our newsletters and promotional emails at any time by following the unsubscribe link in the email.

Cookies and Web Analytics

Our website uses cookies to enhance your experience and gather analytics on website usage. Information collected via cookies does not identify you personally. You can choose to refuse cookies by adjusting your browser settings.

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to read the privacy policies of any linked websites.

Changes to Our Privacy Policy

We may update this Privacy Policy occasionally to reflect changes in our practices or legal obligations. We will post any changes on our website, and we encourage you to review our Privacy Policy periodically.

Contact Us

If you have any questions about this Privacy Policy or our treatment of your personal information, please contact us at:

- **Phone:** (02) 4982 9899
- **Email:** info@noahsarkvet.com.au

- **Address:** 37 Ferodale Road, Medowie Shopping Village, Shop 1, Medowie NSW 2318

Using our website, you acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.