

Privacy Policy

Effective Date: May 19, 2026

At Snelgrove Veterinary Services, we are committed to protecting the privacy and confidentiality of our clients' personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information obtained through our website and veterinary services.

By using our website or services, you consent to the practices described in this policy.

Information We Collect

We may collect personal information including, but not limited to:

- Your name
- Address
- Phone number
- Email address
- Pet information and medical history
- Appointment requests and communications
- Payment and billing information
- Website usage information through cookies or analytics tools

We only collect information necessary to provide veterinary care, communicate with clients, and operate our business effectively.

How We Use Your Information

Your information may be used to:

- Schedule appointments
- Provide veterinary care and maintain medical records
- Communicate regarding your pet's health and treatment
- Send reminders for appointments, vaccinations, or preventive care

- Process payments
 - Respond to inquiries
 - Improve our website and client experience
 - Comply with legal and regulatory requirements
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Consent

By providing personal information to our hospital, you consent to the collection, use, and disclosure of that information for the purposes outlined in this policy.

You may withdraw consent at any time, subject to legal or contractual obligations and reasonable notice.

Protection of Personal Information

We take reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, loss, misuse, or disclosure.

Only authorized team members have access to personal information required to perform their duties.

Sharing of Information

We do not sell or rent personal information.

Information may be shared with third parties only when necessary, including:

- Veterinary laboratories and referral hospitals
- Payment processing providers
- Website hosting and IT service providers
- Regulatory or legal authorities when required by law

All third-party providers are expected to maintain appropriate privacy and confidentiality standards.

Website Cookies and Analytics

Our website may use cookies or analytics services to help improve website functionality and understand visitor usage patterns.

You may adjust your browser settings to refuse cookies; however, some features of the website may not function properly.

Email and Electronic Communications

If you provide your email address or phone number, we may contact you regarding:

- Appointment confirmations and reminders
- Medical updates
- Prescription or food refill notifications
- Hospital announcements or service updates

You may opt out of non-essential communications at any time.

Access to Information

You may request access to or correction of your personal information by contacting our hospital directly.

We will make reasonable efforts to ensure information is accurate and up to date.

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of external sites.

Retention of Records

Medical and client records are retained in accordance with applicable veterinary professional standards and legal requirements.

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 effective date.

Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact:

Snelgrove Veterinary Services

Phone: 905-846-3316

Email: contact@snelgrovevet.com

Website: www.snelgrovevet.com