

# Privacy Policy

## Tea Tree Gully Veterinary Hospital

**Effective Date:** 20<sup>th</sup> August 2025

**Last Reviewed:** 20<sup>th</sup> August 2025

Tea Tree Gully Veterinary Hospital (“we”, “our”, “us”) is committed to protecting the privacy of our clients and their pets. This policy outlines how we collect, use, store, and protect your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

---

### 1. What Information We Collect

We may collect the following types of personal information:

- Your name, address, phone number, and email address
  - Your pet’s name, species, breed, age, and medical history
  - Payment details (if applicable)
  - Information you provide via online forms, email, phone, or in person
  - Website usage data (cookies, analytics)
- 

### 2. How We Collect Information

We collect information when you:

- Register as a client or make an appointment
  - Contact us via phone, email, or through our website forms
  - Subscribe to newsletters or promotions
  - Visit our website (automated collection via cookies and analytics tools)
- 

### 3. Why We Collect Your Information

We collect and use personal information to:

- Provide veterinary care and related services
  - Maintain accurate patient and client records
  - Process payments and issue invoices
  - Send appointment reminders, treatment updates, and health advice
  - Communicate about promotions, events, or hospital updates (with your consent)
  - Comply with legal and regulatory requirements
- 

### 4. How We Store and Protect Your Information

Your personal information is stored securely in both electronic and physical formats. We implement safeguards including:

- Password-protected databases and encrypted systems
  - Secure disposal of outdated records
- 

## **5. Disclosure of Information**

We do not sell your personal information.

We may share your information with:

- Specialist veterinarians or referral hospitals
  - Diagnostic laboratories and treatment providers
  - Payment processors and debt collection services
  - Regulatory bodies if required by law
- 

## **6. Accessing and Correcting Your Information**

You have the right to request access to, or correction of, the personal information we hold about you. Requests can be made by contacting us directly (see Section 9).

---

## **7. Website and Cookies**

Our website may use cookies to improve user experience and track analytics. You can disable cookies in your browser settings, but some features may not work as intended.

---

## **8. Making a Privacy Complaint**

If you believe we have breached the Australian Privacy Principles, please contact us in writing. We will investigate and respond within a reasonable timeframe. If you are not satisfied, you can contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

---

## **9. Video and Audio Recordings**

- We may record certain client and patient interactions (including video or audio) for purposes such as:
  - Veterinary care and case documentation
  - Staff training and development
  - Quality assurance and safety monitoring
- Recordings are stored securely in the same manner as other client records.

- Copies of recordings relating to your consultation or your pet can be provided to you upon request, subject to reasonable verification, privacy obligations, and legal considerations.

---

## **10. Contact Us**

### **Tea Tree Gully Veterinary Hospital**

Address: 1340 North East Road, Tea Tree Gully, SA, 5091

Phone: (08) 8265 3399

Email: [reception@ttgvvet.com.au](mailto:reception@ttgvvet.com.au)

---

## **10. Changes to This Policy**

We may update this policy from time to time. Any changes will be published on our website with the updated "Effective Date."