

Privacy Policy

Niagara Falls Animal Medical Centre is committed to protecting the privacy and confidentiality of our clients and their pets. This Privacy Policy outlines how we collect, use, and safeguard your personal information.

Information We Collect

We collect personal information that you voluntarily provide to us, including:

- Name, address, phone number, and email
- Information related to your pet, including medical history and treatments
- Appointment details and communication history

This information is collected when you contact us, request an appointment, or use our website.

How We Use Your Information

We use your information to:

- Provide veterinary care and services for your pet
- Communicate with you regarding appointments, treatments, and follow-ups
- Respond to inquiries and provide customer support
- Maintain accurate medical records for your pet
- Improve our services and client experience

We may also send reminders or important updates related to your pet's care. Marketing communications will only be sent where permitted under applicable laws.

Information Sharing

We do not sell or rent your personal information.

Your information may be shared with trusted third-party service providers where necessary to deliver our services, including laboratory services, payment processors, and practice management systems.

No mobile opt-in data or phone numbers collected for SMS communications will be shared with third parties or affiliates for marketing or promotional purposes. This includes text messaging originator opt-in data and consent, which will remain confidential and used only for communication directly related to your pet's care.

Consent

By providing your personal information, you consent to its collection, use, and disclosure as outlined in this Privacy Policy.

You may withdraw your consent at any time, subject to legal or contractual restrictions. Please note that doing so may affect our ability to provide certain services.

Data Security

We take appropriate precautions to protect your personal information both online and offline. While we strive to protect your data, no method of transmission over the internet can be guaranteed as completely secure.

Cookies and Website Tracking

Our website may use cookies to enhance your experience and improve website functionality. Cookies help us understand how visitors interact with our website and allow us to improve performance.

We may also use tools such as Google Analytics to collect anonymous information, including:

- Number of visitors
- Pages visited
- Time spent on the website
- General geographic location

This information is collected in an aggregated and non-identifiable format.

You can disable cookies through your browser settings if you prefer.

SMS Communications

By providing your phone number, you consent to receive SMS (text message) communications from Niagara Falls Animal Medical Centre. These messages may include appointment reminders, follow-ups, and important updates related to your pet's care.

You may opt out of receiving SMS messages at any time by replying STOP. Message frequency may vary. Standard message and data rates may apply.

SMS Terms of Use

By opting in to receive SMS communications from Niagara Falls Animal Medical Centre, you agree to the following:

1. You may receive messages related to appointment reminders, scheduled services, and general client care.
 2. You can cancel SMS messages at any time by replying STOP. After doing so, you will receive a confirmation message and no further messages will be sent. To re-subscribe, reply START.
 3. If you require assistance, reply HELP for more information.
 4. Carriers are not responsible for delayed or undelivered messages.
 5. Message and data rates may apply. Message frequency may vary. Please contact your wireless provider for details regarding your plan.
 6. For more information on how your data is handled, please refer to this Privacy Policy.
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Third-Party Websites

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

Access to Your Information

You may request access to or correction of your personal information at any time by contacting our office.

Applicable Law

This Privacy Policy is governed by the laws of the Province of Ontario and the applicable federal laws of Canada.

Contact Us

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

Niagara Falls Animal Medical Centre

6838 Morrison Street

Niagara Falls, Ontario

 905-354-3827