

## **Privacy Policy**

Mount Croix Animal Clinic, including Summerstrand Veterinary Consulting rooms, is committed to protecting the privacy and security of your personal information in compliance with the Protection of Personal Information Act (POPIA). This Privacy Policy outlines how we collect, use, disclose and safeguard your information when you visit our website [mountcroixvet.co.za](http://mountcroixvet.co.za).

By using our website, you agree to the terms of the Privacy Policy. If you do not agree, please do not use our website.

### **1. Information We Collect**

We may collect the following types of information:

#### **a. Personal information**

When you interact with our website, we may collect personal information such as

Name

Email address

Phone number

Mailing address

Pet information (name, breed, age, medical history)

Payment and billing information

We will keep your personal data only as long as necessary to fulfill the purpose for which it was collected.

#### **b. Non-Personal Information**

We may also collect non-personal information such as:

Browser type and version

IP address

Pages visited and time spent on the site

Referral sources (how you found the website)

## 2. How We Use Your Information

We may use your information for the following purposes:

To provide veterinary services and schedule appointments

To send reminders for pet check-ups and vaccination

To respond to inquiries or customer service requests

To process payment and transactions

To improve our website and customer services

To comply with legal and regulatory requirements

## 3. How We Share Information

We do not sell or rent your personal information. However, we may share your information in the following cases:

**With Service Providers:** We may share information with third-party service providers that assist with website hosting, payment processing, appointment scheduling and analytics. This is done under strict confidentiality agreements.

**With Veterinary Specialists:** If a referral is needed, we may disclose information to comply with legal obligations, protect against fraud, or enforce our policies.

## 4. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to enhance your experience on our website. You can adjust browser settings to refuse cookies, but this may impact website functionality.

## 5. Data Security

We implement appropriate security measures to protect your personal information. However, no method of data transmission is 100% secure, and we cannot guarantee absolute security. By using our website, you acknowledge that data transmission over the internet carries inherent risk.

## 6. Your Rights under POPIA

To exercise your rights, please contact us using the details below

[Petlover@axxess.co.za](mailto:Petlover@axxess.co.za)

## 7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices, and we encourage you to review their privacy policies.

## 8. Changes to this Privacy Policy

We may update his Privacy Policy from time to time. Changes will be posted on this page.

## 9. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Mount Croix Animal Clinic

101 Mount Road

Mount Croix

Port Elizabeth/Qqeberha

[petlover@axxess.co.za](mailto:petlover@axxess.co.za)

## Information Regulator Contact Details

If you believe that your data protection rights have been violated, you may lodge a complaint with the South African Information Regulator

[Complaints.IR@justice.gov.za](mailto:Complaints.IR@justice.gov.za)

By using this website, you acknowledge that you have read and understood this Privacy Policy.