



Working with communities to provide  
accessible and affordable veterinary care.

## Privacy Policy

The Vet Project is committed to providing quality services to our clients. This policy outlines our ongoing obligations to you regarding how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, and secure your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

### **What is Personal Information and why do we collect it?**

Personal Information is information that identifies an individual. Examples of Personal Information we collect include names, home addresses, email addresses, and phone numbers. We also collect identifying information about your pets such as name, age, sex, breed, colour, and microchip number.

This information is obtained in many ways including our online booking application (Paws App), by correspondence in person or via telephone or email, and from third parties acting on your behalf.

We collect this information for the primary purpose of providing our services to you. We may also use this information for secondary purposes directly related to the primary purpose, where you would reasonably expect such use or where you have provided consent. This includes sharing information with affiliated organisations for treatment, referrals, or research projects, subject to your consent where required.

### **Sensitive Information**

We may collect sensitive information, such as veterinary medical records, and will only do so with your consent or as otherwise permitted by law.

### **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

### **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. Most of the Personal Information is or will be stored in client files in our practice management system which will be retained for a minimum of 7 years. In the event of a data breach that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches (NDB) scheme.

**Website Tracking/Online Info**

Our website and booking application may collect data through cookies or analytics tools to improve user experience. You can adjust your browser settings to manage cookie preferences.

**Access to your Personal Information**

You may access your Personal Information and your pet's information for review or to update and/or correct it, subject to certain exceptions. If you wish to access this information, please contact us via email. The Vet Project will not charge a fee for your access request. In order to protect your Personal Information we may require identification from you before releasing the requested information.

**Policy Updates**

This Policy may change from time to time and is available on our website.

**Privacy Policy Complaints and Enquiries**

If you have any queries about our Privacy Policy please contact us at [info@thevetproject.com.au](mailto:info@thevetproject.com.au) or by mail at PO Box 98, Newcomb VIC 3219.