



Fit Paw Nutrition – Privacy and Legal Policies

1. Privacy Policy Introduction

Fit Paw Nutrition (“we,” “our,” or “us”) is committed to protecting the privacy of our clients and their pets. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and **Alberta’s Personal Information Protection Act (PIPA)**, which apply to private-sector businesses operating in or serving Canadian residents [geotargetly.com].

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

2. Personal Information We Collect

We collect only the information necessary to provide our services, including:

- Your name and contact information
- Your pet’s name, species, age, health details, and dietary history
- Information submitted through forms, emails, or booking systems
- Payment information (processed securely through third-party providers; we do not store card numbers)

Under PIPEDA, organizations must collect information for purposes a reasonable person would consider appropriate [policygen.dev].

3. How We Use Your Information

We use personal information to:

- Provide nutrition, meal-planning, behaviour, and palliative support services
- Create individualized plans and communicate updates
- Process payments and manage bookings
- Maintain internal records and improve service quality
- Communicate with your veterinarian **with your consent**

We do not use your information for unrelated purposes.



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4. Consent

We collect and use personal information only with your meaningful consent, as required under PIPEDA's consent principles. You may withdraw consent at any time, subject to legal or contractual restrictions. [usercentrics.com].

5. Sharing Your Information

We may share personal information only:

- With your veterinarian, when necessary for safe care and only with your consent
- With service providers supporting payment, booking, or data storage
- When required by law or regulatory authorities

We **do not** sell, rent, or trade personal information.

6. Storage, Safeguards & Security

Following PIPEDA's security requirements (), we use reasonable technical, administrative, and physical safeguards to protect personal information against loss, theft, unauthorized access, disclosure, or alteration [usercentrics.com].

Examples include:

- Secure digital storage and encrypted platforms
- Password-protected systems
- Restricted staff access

7. Access, Corrections & Client Rights

Under both PIPEDA and Alberta PIPA, you have the right to:

- Access your personal information
- Request corrections to inaccurate or incomplete data
- Ask how your information has been used or disclosed

Requests can be made by contacting us directly.



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8. Retention & Destruction

We retain personal information only as long as necessary to fulfill identified purposes or meet legal obligations, in accordance with federal and provincial standards. Information is securely destroyed when no longer required [priv.gc.ca].

9. Third-Party Services & Website Tools

Our website may use third-party tools (e.g., payment processors, analytics). These providers have their own privacy policies, and we encourage clients to review them.

10. Cross-Border Data Transfers

If personal information is stored or processed outside Canada, it may be subject to foreign laws. PIPEDA permits cross-border transfers when organizations use comparable safeguards [geotargetly.com].

11. Children's Privacy

We do not knowingly collect information from minors without consent from a parent or guardian. Updated recommendations under Alberta PIPA include additional protections for minors' data [dentonsdata.com]

12. Canadian Anti-Spam (CASL) Compliance

Fit Paw Nutrition complies with **Canada's Anti-Spam Legislation (CASL)**, which requires businesses to obtain **express or implied consent** before sending commercial electronic messages such as emails, newsletters, or promotional offers. Under CASL, all marketing communications must include our business identity, contact information, and a clear **unsubscribe option** that can be used at any time. We only send messages to individuals who have given valid consent, and we do not use false or misleading subject lines, sender names, or content. Our goal is to ensure respectful, transparent, and fully compliant communication with all clients across Canada.

13. Updates to Our Privacy Policy

We may update this Privacy Policy to reflect legislative changes or service updates. Revisions will be posted with a new "Last Updated" date.



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Introduction to Legal Terms of Use, Legal Disclaimer, Insurance Coverage and Refund Policy

1. Terms of Use

Last Updated: February 2026

Welcome to Fit Paw Nutrition. By accessing or using this website, booking a service, or communicating with us, you agree to the following Terms of Use. Please read them carefully before proceeding.

Use of Website

This website is intended for informational and educational purposes only. You may browse, share, and download material for personal, non-commercial use. You may not copy, distribute, modify, or republish content without written permission.

Accuracy of Information

We aim to keep all information current and accurate; however, we cannot guarantee completeness or error-free content. Website content is not a substitute for veterinary medical advice.

Appropriate Use

You agree not to use this website for unlawful, harmful, or disruptive purposes, including attempts to access restricted areas or interfere with website operation.

Links to Third-Party Websites

External links are provided for convenience. Fit Paw Nutrition is not responsible for the content, privacy practices, or accuracy of external websites.

Intellectual Property

All content—including text, graphics, logos, and downloadable materials—is the property of Fit Paw Nutrition and protected under Canadian copyright law.

Modifications to Terms

We may update these Terms at any time. Continued use of the website indicates acceptance of revised Terms.



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2. Legal Disclaimer

Fit Paw Nutrition provides **nutritional consulting, recipe guidance, fitness planning, and palliative nutrition support** for companion animals. Our services are **educational and supportive** and are **not a replacement for veterinary diagnosis, medical treatment, or emergency care.**

- We do **not** diagnose health conditions.
- We do **not** prescribe medication or act as veterinarians.
- We work in collaboration with your veterinarian and encourage regular veterinary oversight.

Always consult your veterinarian before making significant changes to your pet's medical care, diet, or medications. If your pet is experiencing urgent symptoms—including vomiting, collapse, difficulty breathing, bleeding, seizures, or sudden behavioural changes—seek emergency veterinary care immediately.

3. Insurance Coverage Statement

Fit Paw Nutrition carries appropriate **professional liability and general business insurance** to operate safely within Alberta and Canada. Our insurance covers errors, omissions, and general business-related risks **within the scope of nutrition and wellness consulting.**

Because we do not diagnose, prescribe, or perform medical procedures, our insurance does **not** cover activities restricted to licensed veterinarians. Clients are responsible for maintaining appropriate veterinary care and notifying us of any diagnosed medical conditions that may impact nutrition planning.

If a veterinary referral or consultation is required for safe service, we may delay or decline service until that information is provided.

4. Refund, Rescheduling & Cancellation Policy

Service Fees

Payment is due at the time of booking unless otherwise stated. Fees for consultations, plans, or follow-ups are non-refundable once the session has taken place or custom materials have been delivered.



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Cancellation & Rescheduling

- Appointments cancelled **more than 24 hours** in advance: no fee.
- Appointments cancelled **within 24 hours**: 50% fee may apply.
- Missed appointments (no-show): full session fee is charged.

Exceptions may be made for emergencies at our discretion.

Refunds for Digital Plans & Recipe Work

Because customized plans require significant time and professional review, refunds are **not available** once materials have been created or delivered.

Package Services

For multi-session packages, unused sessions may be refunded proportionally **if no custom work has been completed**. Once recipes, plans, or assessments have begun, refunds may not apply.

Contact Information

If you have questions, requests, or concerns about our **Privacy Policy, Terms of Use, Legal Disclaimer, Insurance Coverage and Refund Policy**, please contact:

For more information, please contact:

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