

Harmony Animal Hospital, Pet Resort & Spa in Apex, NC

Privacy Policy

Here is the privacy policy for Harmony Animal Hospital, Pet Resort & Spa (hereafter, Harmony Animal Hospital) as of September 20, 2019. We are committed to protecting your personal information: we will only collect, use and disclose the information necessary for the services we provide.

What Information is Protected?

Harmony Animal Hospital will protect all of the personal information you have provided us in our systems and office.

What Information We Collect and Use:

To offer the services we do, we need to be able to:

- Verify customer identities
- Collect billing information and preferences
- Pursue collections as needed
- Send email reminders
- Request reviews for the hospital and the resort & spa
- Make referrals to specialists or labs
- Provide vaccination verification for grooming or boarding facilities

We are required by law to comply with all applicable laws and by-laws for our veterinary practice and pet resort & spa. If we are ordered by law to disclose information, we will have to comply with the law.

These are the sole uses of your personal information. We do not share or sell our mailing lists, and will not disclose your information in any other way without your prior consent.

Sources of Your Personal Information

- From you when you become a client at our hospital, pet resort or spa
- From reporting agencies (i.e. local humane societies, public health authorities)

Your Consent

Your consent is required before collecting, using or disclosing your personal information, except as required by law. Exceptions to getting your consent are uncommon, but they include police investigations, cruelty investigations, and any other situations permitted and required by law.

How Do You Provide Us with Your Consent?

- Your signature as provided on a specific “Consent” document
- Your written, verbal, or implied consent obtained during an appointment
- Your consent as provided by persons authorized by you to make decisions on your behalf

Accuracy

Harmony Animal Hospital will make every reasonable effort to ensure that your personal information is accurate, complete and current. We appreciate your participation in updating us.

Protection

Harmony Animal Hospital shall:

Safeguard and protect all personal information under its control by maintaining appropriate security measures for the level of sensitivity of the information.

Ensure that its employees keep all personal information confidential and comply with our hospital’s security standards.

Require that third parties to whom personal information is disclosed have committed to an appropriate level of security (possibly even execution of a confidentiality covenant) in the protection of such information.

Destroy or dispose of personal information, when no longer needed, in a way that prevents third-party access or misuse.

Transparency

Harmony Animal Hospital will make specific information about our privacy policies and procedures available to any interested individual. Harmony Animal Hospital will facilitate access to its personal information policies and procedures, including the identity of our Privacy Officer. Harmony Animal Hospital will also ensure that individuals are able to gain access to their own personal information.

Individual Access to Personal Information

Harmony Animal Hospital’s pet owner clients will be informed of our personal information policy. Pet owner clients can ask to view their information for accuracy and amend it as needed.

Harmony Animal Hospital will respond promptly when one of our pet owner clients requests access to his or her personal information.

Harmony Animal Hospital will maintain a full record of all third parties to whom personal information has been disclosed, and will make this record available to the individuals involved upon request.

Questions and Concerns Regarding Compliance with this Policy

An individual providing personal information to Harmony Animal Hospital may address any questions, concerns or complaints to the Privacy Officer. Harmony Animal Hospital will establish a procedure for processing any complaint about this personal information policy to ensure that all complaints are dealt with in an objective, fair and effective manner.

Contact Information for Privacy Issues

Harmony Animal Hospital, Pet Resort & Spa

Attn: Gary Canfield, Privacy Officer

Phone (919) 303-3456

Fax (919) 249-5149

Email: gary.canfield@harmonyanimalhospital.net

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