



Our Privacy Policies

At Hamilton Wenham Veterinary Hospital (“we,” “us,” or “our”), we value your privacy and are committed to protecting your personal and pet-related information. This Privacy Policy describes how we collect, use, share, and safeguard your data.

1. Information We Collect

We collect the following information to provide veterinary services and operate our practice:

- Personal Information
 - Name
 - Address
 - Phone number
 - Email address
 - Payment information
- Pet Information
 - Pet name, breed, age, sex, and medical history
 - Vaccination records and treatment history
- Digital Interactions (if applicable):
 - IP address
 - Appointment requests and website contact forms

2. How We Use Your Information

Your information may be used to:

- Provide medical care to your pets
- Maintain accurate health and treatment records
- Communicate about appointments, treatments, or follow-ups
- Send reminders (e.g., vaccines, wellness checks)
- Process payments and manage billing
- Improve our services and efficiency

3. How We Share Your Information

We do not sell or rent your information. We may share it only when necessary, such as with:

- Veterinary specialists or emergency clinics (with your consent)
- Diagnostic labs or service partners
- Payment processors
- Government or legal authorities when required by law

4. Data Security

We maintain appropriate safeguards—physical, administrative, and digital—to protect your information against loss, theft, or unauthorized access.

5. Your Rights and Choices

You may:

- Request access to or correction of your or your pet's information
- Opt out of marketing communications
- Withdraw consent for information sharing when legally permitted

6. Third-Party Services

If you use third-party tools through our website (e.g., scheduling apps), their privacy practices apply. We encourage you to review their respective privacy policies.

7. Children's Privacy

Our services are not directed at children under age 13, and we do not knowingly collect their information.

10. Changes to This Policy

We may update this Privacy Policy periodically. Any updates will be posted in-clinic and/or on our website with a revised effective date.

9. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us:

Hamilton Wenham Veterinary Hospital

31 Railroad Ave, Hamilton MA, 01982

Phone: 978-468-4408 | **Email:** Hospital@hwvh.com