PRIVACY COLLECTION NOTICE

1. About this privacy collection notice

This privacy collection notice is provided by **CVS Vets (Australia) Pty Ltd ACN 667 654 686** and its related bodies corporate c/- BDO Services c/- BDO Services, Level 18, 360 Queen Street, Brisbane QLD 4000 (**CVS**, **we**, **us**, **our**).

This notice should be read together with our Privacy Policy, available on our website.

Your personal information is protected by the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

If you have any questions about this notice, please contact us at dataprotection@cvsvets.com.au

2. How we collect your information

We collect personal information directly from you when you:

- make a booking;
- create or update a client profile;
- attend our veterinary clinics;
- purchase products or services from us;
- communicate with us by phone, email, SMS or online;
- complete forms or provide information about your pet.

We may also collect information from:

- referring veterinarians and referral clinics;
- pet insurance providers;
- pet registries and microchip databases;
- our websites through cookies and similar technologies; and
- video surveillance, call recording and AI note taking systems operating at our clinics.

If you provide information about another person, please ensure they are aware of this notice.

3. Why we collect your personal information and the consequences if we do not

We collect, use and disclose your personal information so that we can:

- book, manage and provide veterinary services;
- identify you and your pet;
- maintain accurate clinical and treatment records;
- contact you regarding appointments, treatment updates, reminders and follow-up care;
- process payments, refunds and insurance claims;

- arrange referrals, laboratory testing and specialist treatment;
- administer our business and improve our services;
- comply with legal, regulatory and professional obligations;
- maintain the safety and security of our clinics; and
- where permitted, send information about products and services that may be relevant to you.

If we cannot collect your personal information, we may not be able to:

- make or manage bookings;
- provide veterinary services or treatment;
- contact you about your pet's care;
- process insurance claims or payments; or
- respond effectively to your enquiries or complaints.

4. Who we disclose your personal information to

We may disclose your personal information where reasonably necessary to:

- other CVS group companies;
- veterinary specialists, referral hospitals and referral clinics;
- laboratories and diagnostic providers;
- animal cremation providers;
- pet insurers;
- payment processors, banks and financial institutions;
- professional advisers, including lawyers, accountants and insurers;
- IT, cloud hosting and software providers;
- debt collection agencies where payment remains outstanding;
- government agencies, regulators and law enforcement bodies where required or authorised by law; and
- any purchaser of all or part of our business.

5. More information

Our Privacy Policy explains:

- how you can access and correct your personal information;
- how you can make a privacy complaint; and
- how we will deal with any complaint.

6. Likely cross-border disclosures

We may disclose personal information to recipients located outside Australia, including in the United Kingdom, where our parent company and certain service providers are located.

We take reasonable steps to ensure overseas recipients appropriately protect your personal information.