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THE VET CLINIC WAIRARAPA PRIVACY POLICY

Last updated: 06 January 2026

Reason for update: Addition of AI generated consultation notes

The Vet Clinic Wairarapa is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 2020 and the Information Privacy Principles (IPPs) in New Zealand.

This Privacy Policy explains how we collect, use, store, disclose and protect personal information about:

- Our clients and their animals
- Visitors to our clinic and website

By engaging our services or interacting with us, you agree to the terms of this Privacy Policy.

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1. What Information we collect

We collect personal and animal-related information that is reasonably necessary for us to provide veterinary and related services

1.1 Client Information

This may include:

- Full name
- Residential and/or postal address
- Address of where animals are located
- Email address
- Phone numbers
- Payment information and transaction history
- Insurance details if applicable
- Communications with us (emails, text messages, call notes)

1.2 Animal Information

This may include:

- Animal name, species, breed, colour, sex, age, neutering status
- Microchip and registration details
- Medical history, treatment notes, diagnostic results and medications
- Behavioural notes and lifestyle information
- Insurance and ownership details (including transfer of ownership records)

1.3 CCTV footage

We use closed-circuit television (CCTV) at our premises for security, health and safety and training purposes. CCTV may capture:

Video images of clients, visitors, staff and contractors in public or common areas

Vehicle details in our carpark

We currently have CCTV cameras in the following locations:

- All consult rooms (4)
- Waiting and reception areas (3)
- Hallways (2)
- Front and rear carparks
- Dispensary area (2)
- Dog and cat hospital wards (2)

We do not use CCTV in private areas such as bathrooms and break rooms

1.4 AI-assisted note taking and recordings

To improve accuracy and efficiency of our clinical records, we may use AI-assisted note taking tools. This may involve:

- Audio recordings of consultations (with your knowledge and consent where required)
- Transcripts and summaries produced by AI systems
- Clinical notes derived from those tools

These tools may process personal and animal information (including health information) to create consultation notes for your animal's clinical record.

1.5 Website and digital information

When you visit our website or interact with us online, we may collect:

- IP address and browser information
- Device and operating system details
- Cookies and usage data (e.g. page visited, time on site)
- Online enquiry forms and appointment requests

You can usually disable cookies in your browser, but this may affect website functionality.

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2. How we collect your information

We collect personal information in several ways, including:

- Directly from you (in person, over the phone, by email, via online forms, or through our social media pages)
- During consultations and treatments
- From third parties where authorised or permitted by law, for example:
    - Previous veterinarians or referral clinics
    - Pet insurance providers
    - Microchip registries and animal registers
    - Local councils and animal control authorities
    - Emergency or referral hospitals
- Through CCTV systems on our premises
- Through AI note-taking tools used during consultations
- From publicly available sources where appropriate and lawful

Where reasonable, we collect information directly from you. If we need to collect information about you from someone else, we will do so in accordance with the Privacy Act 2020.

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3. Why we collect and use your information

We collect and use personal and animal information for the purposes including:

- Providing veterinary and related services
- Maintaining accurate clinical records for your animals
- Contacting you about appointments, treatments, test results, reminders and follow-up care
- Managing payments, invoicing, insurance claims and debt recovery
- Meeting our legal, regulatory and professional obligations
- Ensuring the safety and security of our clients, staff, animals and premises (including via CCTV)
- Improving our services, training staff and ensuring quality of care

- Communicating with you about our services, promotions and clinic updates (you can opt out of our marketing at any time)

We will only use your personal information for purposes permitted by the Privacy Act 2020, or for a purpose you would reasonably expect given the context of our relationship with you.

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4. Use of CCTV footage

CCTV footage is used for:

- Security and theft prevention
- Health and safety monitoring (e.g. animal handling areas)
- Incident investigation and dispute resolution
- Staff training and quality review (where appropriate)
- After hours in- patient monitoring

We will:

- Signpost CCTV use where practicable (e.g. notices at entrances)
- Limit access to authorised personnel only
- Retain footage only for as long as reasonably necessary for the above purposes or as required by law – currently our footage is stored for 16 days.
- Disclose CCTV footage only where permitted (see Section 7)

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5. Use of AI note taking tools

When we use AI-assisted systems for note taking:

- The tools are used to support accurate and complete clinical records.
- Recordings or transcripts may include your voice and personal information, as well as details about your animals
- Information processed by AI tools is treated as part of your animal's clinical record and is protected accordingly.

We will:

- Take reasonable steps to ensure any AI service providers have appropriate privacy and security controls
- Only use reputable providers and, where applicable, ensure any overseas transfers comply with the Privacy Act 2020 (see Section 6).

- Retain AI-generated notes and related data in line with our clinical record retention practices and legal requirements.

If you have concerns about AI note taking, please let us know before or at the time of your consultation so we can discuss alternative arrangements.

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6. Storage, security and overseas transfers

We take reasonable steps to protect your personal information from loss, unauthorised access, use, modification, or disclosure.

This includes:

- Physical security at our premises (locked areas and staff-only spaces)
- Secure electronic systems, passwords and access controls
- Staff training on privacy and confidentiality
- Regular review of our privacy and security practices

Your information may be stored:

- In paper files locked on site
- In secure practice management software and cloud-based systems

Some of our IT systems, backup services, or AI tools may be hosted or supported by providers located outside of New Zealand. Where personal information is transferred overseas, we will take reasonable steps to ensure that the recipient is subject to privacy protections that, overall, are comparable to the safeguards under the Privacy Act 2020 (e.g. by using contractual safeguards or reputable international providers)

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7. When we may share your information

We may disclose personal and animal information to third parties where necessary for the purposes set out in this policy, including:

- Other veterinarians or specialist/referral clinics involved in your animal's care
- Diagnostic laboratories, imaging providers and other allied services
- Pet insurance providers (e.g. for claims, authorisations and audits)
- Microchip registries and animal registration databases
- Local councils, animal control and regulatory bodies (e.g. where required by law, to address welfare concerns, or for registration/compliance)
- Debt collection agencies, credit reporting bodies and legal advisers (for unpaid accounts or legal matters)

- IT service providers, cloud storage providers and AI note taking service providers (under confidentiality obligations)
- Law enforcement or government agencies where required or permitted by law (e.g. in response to warrants, court orders or to prevent a serious threat to health and safety)
- Another veterinary clinic if you transfer your animal's care and request records to be shared

We do not sell your personal information to third parties.

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8. Marketing communications

We may use your contact details to:

- Send appointment reminders and follow-up messages
- Notify you about recommended treatments, vaccinations or health checks
- Provide clinic news, educational content or special offers

You may opt out of marketing communications at any time by:

- Using the "unsubscribe" link in emails, or
- Contacting us directly (see Section 12)

Appointment reminders and important clinical communications may still be sent even if you opt out of marketing.

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9. Access to and correction of your information

You have rights under the Privacy Act 2020 to:

- Request confirmation of whether we hold personal information about you
- Access the personal information we hold about you
- Request correction of any personal information you believe is inaccurate, incomplete, or misleading

If you request a correction and we do not agree that a change is required, you can ask us to attach a statement of correction to your file.

To make an access or correction request, please contact us using the details in Section 12. We may need to verify your identity before responding. In some cases permitted by law, we may refuse access or correction; if we do, we will explain why.

10. Retention of information

We keep personal and animal information for as long as it is reasonably required for:

- The purposes described in this policy
- Our legal, regulatory and professional obligations (including clinical record retention requirements)
- Managing any actual or potential disputes
- When information is no longer required, we will take reasonable steps to securely destroy or de-identify it.
- CCTV footage is generally kept for a limited period (currently 16 days due to limited storage capabilities) unless it is required for an ongoing investigation, legal matter, or training purpose.

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11. Privacy concerns and complaints

If you have any questions, concerns or complaints about how we handle your personal information, please contact us first so we can work with you to resolve the issue.

We will:

- Acknowledge your complaint as soon as reasonably practicable
- Investigate and respond within a reasonable timeframe
- Let you know the outcome and any steps we will take to address your concerns

If you are not satisfied with our response, you can contact the Office of the Privacy Commissioner:

https://www.privacy.org.nz

0800 803 909

PO Box 10094, Wellington 6143

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12. How to contact us

For any privacy-related enquiries, access or correction requests, or complaints, please contact:

The Vet Clinic Wairarapa

24 Lincoln Road, Masterton 5810

06 3782662 or 0800 VETNOW

Email : nicola.haglund@tvcwai.co.nz

Attention: Privacy Officer

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13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. The updated policy will be available at our clinic with the "Last updated" date revised and "Reason for update" indicated accordingly. Your continued use of our services after any changes indicates your acceptance of the update policy.
