

Personal Information Collection Statement

Veterinary Specialty Hospital (“VSH”, “we”, “our” and “us”) respects your privacy and is committed to protecting the privacy, confidentiality and security of your personal data in accordance with the Personal Data (Privacy) Ordinance (Cap. 486 of the laws of Hong Kong) (“PDPO”). “Personal Data” means any data (a) relating directly or indirectly to you, (b) from which it is practicable for your identity to be directly or indirectly ascertained and (c) in a form in which access to or processing of the data is practicable.

It is important that you read this Personal Information Collection Statement (this “Statement”) and our Privacy Policy Statement before providing us Personal Data about you. This Statement supplements other notices and policies and is not intended to override them.

1. Collection and Use of Personal Data

By completing the Client Information Form, you provide Personal Data for us to manage your registration and booking of veterinary services of VSH, to keep and maintain the medical records of your pet and to contact you regarding your registration and use of our veterinary services and the medical status of your pet (the “Purposes”).

For VSH to fulfil the Purposes, it is mandatory for you to supply Personal Data marked with an asterisk. If you fail to supply those Personal Data, we will be unable to fulfil the Purposes.

2. Disclosure and Transfer of Personal Data

You agree that we may disclose and transfer your Personal Data to third-party contractors or service providers and professional advisors, to fulfil the Purposes, comply with legal obligations and protect and defend our rights and property. We will use our commercially reasonable endeavours to ensure that third-party contractors or service providers and professional advisors engaged by us adopt a privacy policy that is no less restrictive than, if not the same as, our Privacy Policy Statement, and complies with PDPO or law, that are substantially similar to, or serve the same purposes as, PDPO.

Unless your Personal Data is to be provided to third-party contractors or service providers, access to your Personal Data will be restricted to our employees in the department(s) responsible for processing the Personal Data. Those employees are under strict confidentiality obligations, are authorized and trained to handle Personal Data and have a need to know and use such Personal Data.

We cannot control how third-party contractors or service providers may disclose your Personal Data if they reasonably believe that disclosure is necessary for the purpose of preventing or detecting crime or is in the public interest. Please refer to our Privacy Policy Statement.

3. Direct Marketing

We may use the Personal Data collected from you to provide you information or materials we think may be useful or relevant to you, information about our products and services and our latest promotional information (“**marketing materials**”). When you submit your Personal Data using the Client Information Form, you will be allowed to indicate your consent or provide indication of no objection to receiving marketing materials from us.

You may unsubscribe to our marketing materials via channels prescribed by us after providing your consent or indication of no objection. This includes putting your request in the “Contact Us” section of our website (<https://www.vsh.com.hk/>) (the “**Website**”) for both electronic and paper marketing materials.

4. Right to Access, Correct or Update Your Personal Data

You have the right to request access to and correction of Personal Data held by us about you. If you would like to request access to your Personal Data or request that we update or correct any Personal Data that you have provided to us, please put your request in the “Contact Us” section of the Website for the attention of our Chief Operating Officer.

We are entitled not to comply with your request of access if we believe that your Personal Data is held for the purposes of prevention or detection of crime, apprehension, prosecution or detention of offenders or any other situations as provided by applicable laws and compliance with your request is likely to prejudice any of the aforesaid situations. We will provide you the reason(s) if your request of access or correction of Personal Data is refused.

5. Changes to This Statement and to Your Personal Data

We keep this Statement under regular review. We will post any adjustments to this Statement on the Website, and the revised version will be effective when it is posted on the Website. The revised version in printed form will also be available at our physical location after the electronic version is posted on the Website.

It is important that all Personal Data we hold about you is accurate and current. Please keep us informed if your Personal Data changes during your relationship with us.

6. Language

This Privacy Policy Statement is written in the English language and may be translated into other languages including the Chinese language. In the event of any inconsistency between the English version and the translated version, the English version shall prevail.

Veterinary Specialty Hospital
February 2020