

Privacy Policy

Last Modified: October 1, 2025

Valley Dog and Cat Hospital (“we,” “our,” or “us”) values your privacy and is committed to protecting your personal information. This policy describes the types of information we may collect from you or that you may provide when you visit the website www.valleydogandcat.com (our “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

Information We Collect:

We may collect the following types of information:

- **Personal Information:** Name, phone number, email address, physical address, pronoun preference, personal allergies, and pet details.
- **Usage Data:** Information about how you use our website, including IP address, operating system, browser type, and pages visited. Details of your visits to our Website, including traffic data, location data, logs and other communication data and the resources that you access and use on the Website.
- **Cookies and Tracking Technologies:** We may use cookies or similar technologies to enhance user experience and analyze website traffic

How We Collect This Information:

- Directly from you when you provide it to us. Information that you provide by filling in forms on our Website. This includes information provided at the time of subscribing to any booking system or other services posting material, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, including dates, times and length of usage, IP addresses, and information collected through cookies and web beacons, including pixel tags, and other tracking technologies.
- From third parties, for example, our business partners.
- Your responses to surveys that we might ask you to complete for research purposes.
- Your search queries on the Website.

How We Use This Information

We use the collected information primarily for our own internal purposes, such as providing, maintaining, evaluating, and improving our services and Website, fulfilling requests for information, and providing customer support.

We may use the information we collect for the following purposes:

- To schedule and manage veterinary appointments and to send reminders, confirmations, or important updates about your pet's care.
- To respond to inquiries or customer service requests and to provide you with information, products, or services that you request from us.
- To comply with legal and regulatory obligations.
- For internal record-keeping, analytics, and website improvements.
- To present our Website and its contents to you.
- To provide you with notices about your account/subscription (if any), including expiration and renewal notices.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- To allow you to participate in interactive features on our Website.
- To monitor and analyze trends, usage and activities
- For remarketing and retargeting advertisements
- In any other way we may describe when you provide the information and to fulfill any other purpose for which you provide it.

Sharing Your Information

We will disclose personal information and/or an IP address, when required by law or in the good-faith belief that such action is necessary to:

- Cooperate with the investigations of purported unlawful activities and conform to the edicts of the law or comply with legal process served on our company
- Protect and defend the rights or property of our Website and related properties
- Identify persons who may be violating the law, the rights of third parties, or otherwise misusing our Website or its related properties

Data Security

We implement appropriate technical and organizational measures to safeguard the personal information we collect.

If we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for “https” at the beginning of the address of the web page.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the website.

Links to Other Websites

This Website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Your Choices

- **Cookies:** You can adjust your browser settings to refuse cookies or alert you when cookies are being sent.
- **Communications:** You may opt out of promotional emails by following the unsubscribe instructions included in those messages.
- **Access & Updates:** You may contact us to request access to, correction, or deletion of your personal information, subject to applicable laws.

Children's Privacy

Our website and services are not directed to children under 13. We do not knowingly collect personal information from children. If we learn that we have collected personal information from a child under 13, we will promptly delete it.

Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date.

Surveys & Contests

From time-to-time our site may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

Consent

By using this Website, you consent to the collection and use of information as specified above. If we make changes to our Privacy Policy, we will post those changes on this page. Please review this page frequently to remain up-to-date with the information we collect, how we use it, and under what circumstances we disclose it. You must review the new Privacy Policy carefully to make sure you understand our practices and procedures.

Contact Us

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at **Valley Dog and Cat Hospital**, 9125 Reisterstown Road, Owings Mills, MD 21117, 410-363-9500, info@valleydogandcat.com.

Terms of Service

Effective Date: [Insert Date]

Welcome to Valley Dog and Cat Hospital (“we,” “our,” or “us”). By accessing or using our website www.valeydogandcat.com (the “Site”) or our veterinary services, you agree to be bound by these Terms of Service (“Terms”). Please read them carefully.

Use of Our Website

- You agree to use our Site for lawful purposes only.
- You will not use the Site in any way that may damage, disable, or impair its functionality, or interfere with any other party’s use of the Site.
- You may not attempt to gain unauthorized access to any part of the Site, other systems, or networks.

Veterinary Services

- Appointments may be requested through our Site, by phone, or in person.
- Availability of appointments is not guaranteed until confirmed by us.
- Emergency services may require direct phone contact or immediate in-person care and should not be scheduled online.

Payment and Billing

- Fees for veterinary services are due at the time services are rendered, unless prior arrangements are made.
- We accept various forms of payment as indicated on the Site or at our hospital.
- Any outstanding balances must be paid promptly.

Medical Records & Pet Information

- By providing us with your pet's medical information, you grant us permission to use and maintain those records as necessary to provide care.
- Copies of medical records may be provided upon request in accordance with applicable laws and hospital policies.

Intellectual Property

- All content on the Site, including text, graphics, logos, and images, is the property of Valley Dog and Cat Hospital or its licensors and is protected by copyright and other intellectual property laws.
- You may not reproduce, distribute, or use our content without prior written permission.

Third-Party Links

Our Site may contain links to third-party websites. We are not responsible for the content, policies, or practices of those websites and encourage you to review their terms and policies.

Disclaimer of Warranties

- The Site is provided "as is" and "as available," without warranties of any kind, express or implied.
- While we strive for accuracy, we do not guarantee that the Site content will be error-free, complete, or current.

Limitation of Liability

To the fullest extent permitted by law, Valley Dog and Cat Hospital will not be liable for any damages arising from your use of the Site or reliance on its content. This includes, but is not limited to, direct, indirect, incidental, or consequential damages.

Indemnification

You agree to indemnify and hold harmless Valley Dog and Cat Hospital, its staff, and affiliates from any claims, liabilities, or expenses (including attorney's fees) resulting from your use of the Site or violation of these Terms.

Changes to These Terms

We may update these Terms from time to time. Updates will be posted on this page with an updated effective date. Continued use of the Site constitutes acceptance of the revised Terms.

Governing Law

These Terms are governed by the laws of the state of Maryland, without regard to conflict of law principles.

Contact Us

For questions about these Terms, please contact us: **Valley Dog and Cat Hospital**, 9125 Reisterstown Road, Owings Mills, MD 21117, 410-363-9500, info@valleydogandcat.com.