

Pet Poison Helpline Privacy Policy

We are committed to keeping all personal and medical information we have about consumers confidential and secure. This policy describes how we protect this privacy.

Our Privacy Pledge

- Our business is to offer quality consulting and service to consumers about their animals.
- We only use consumer information to conduct our business.
- We do not sell or distribute identifiable consumer information to others.
- We require all employees, financial professionals and others providing services on our behalf to keep client files confidential.

Keeping Your Files Secure

We have security programs that protect consumer data from unauthorized use or disclosure. Access to such data files is limited to those who need it to conduct our business. Our privacy policy applies to both current and former clients.

Information We Collect About You

We collect personal information about consumers and their animals to conduct our business. The information we collect varies for different products and services and may include a consumer's name, address, phone number, email address and payment information. We may also collect the following information on a consumer's animal:

- Age, weight, past medical history, present medical conditions.

- Medications currently prescribed and being consumed.
- Time sensitive facts regarding the events that led to a potential poisoning incident.
- Information relating to outcomes.

Who We Share Data With

We will never share a consumer's payment information with anyone else, except as necessary for us to process payment.

We may share a consumer's other information with:

- Other medical professionals, pharmacists or veterinary professionals.
- Entities with a legitimate need for the information for academic research purposes.
- Other entities, provided that we will first de-identify the information such that only aggregated data is shared and does not identify a specific individual or animal.

Those we provide such information to are required to keep client and consumer data confidential and to use appropriate security measures to protect it.

Privacy Policy Changes

We reserve the right to make changes to this privacy policy in the future. We will notify you before implementing any such changes.

Questions

If you have any questions about this privacy policy, please contact Pet Poison Helpline at 866-823-1588.

