



■ Our Commitment to Your Privacy

Xavier's Veterinary Care (XVC) is committed to protecting the privacy of every client, patient, and visitor. This policy explains what information we collect, how we use it, and how we protect it. We collect only what is necessary to provide our services, communicate regarding patient care, and maintain accurate records.

■ Your information is never sold to third parties. It is collected only to provide services, schedule appointments, support patient care, and communicate with you about your pet's health and XVC educational resources.

■ Information We May Collect

Depending on the services you use, XVC may collect the following types of information:

Type	Purpose
Client Name	To identify you as a client and personalize communications
Contact Information	Phone number, email address, and mailing address for scheduling and care follow-up
Pet Information	Species, breed, age, sex, and name of your companion animal(s)
Medical History	Health information voluntarily shared to support education and care guidance
Appointment Information	Scheduling data, visit notes, and service records
Uploaded Documents	Veterinary records, lab results, or documents you choose to share with XVC
Payment Information	Processed through secure, encrypted third-party payment vendors; XVC does not store raw payment data
Website Analytics	Aggregate, anonymized usage data that may be collected through website analytics tools (if applicable)

■ How We Share Information

Your veterinarian: With your authorization, XVC may communicate with your primary veterinarian or veterinary team to support continuity of care and coordinate education. We do not share information with any veterinary provider without your knowledge.

Third-party service providers: Payment processing and scheduling tools used by XVC are provided by third-party vendors that maintain their own privacy and security standards. XVC reviews vendors for reasonable data practices.

Legal obligations: XVC may disclose information if required by applicable law, court order, or regulatory authority. We will notify you to the extent permitted by law.



Never sold: Your information is never sold, rented, or traded to advertisers, data brokers, or any commercial third party for marketing purposes.

■ Cookies & Website Analytics

The XVC website may use cookies or similar technologies to improve user experience, remember preferences, and collect aggregate analytics about how visitors interact with our content. Analytics data is anonymized and used only to improve the website and educational resources. Most web browsers allow you to manage or disable cookies through browser settings. Disabling cookies may affect some website functionality.

■ Accessing and Updating Your Information

You have the right to request a copy of the information XVC holds about you or to request corrections or updates. To do so, please contact XVC directly through our website or by email. We will respond to reasonable requests in a timely manner.

■ Security

XVC uses reasonable administrative, technical, and organizational measures to protect client information from unauthorized access, loss, or disclosure. Electronic records are stored using password-protected and/or encrypted systems where applicable.

■ Important: No electronic system can guarantee absolute security. While we take privacy seriously and implement reasonable safeguards, XVC cannot guarantee that unauthorized access, disclosure, or loss will never occur. We encourage clients not to share sensitive information through unencrypted communication channels.

■ Policy Updates: This privacy policy may be updated periodically as technology, regulations, and our services evolve. We recommend reviewing this document periodically. Continued use of XVC services after an update constitutes acceptance of the revised policy.

■ Final Note

At Xavier's Veterinary Care, your trust is foundational to everything we do. We handle client and patient information with the same care, professionalism, and respect we bring to every aspect of our work.



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