



**Last Updated: Sep 13, 2023**

**ONLINE PRIVACY POLICY**

VetCor (“**we**” or “**our**”) and its affiliates (“**Veterinary Affiliates**”) provides this Privacy Policy to provide you with notice of how we gather, use, and share Personal Information.

This Privacy Policy covers information that we collect, that identifies or can be used to identify a natural person (“**Personal Information**”). We obtain Personal Information directly from you when you interact with our website, use our products/services, or engage with us by email or phone. We may also collect Personal Information from third parties, including publicly available sources.

**Personal Information**

We collect and use your Personal Information for the legitimate business purposes listed in the chart below.

<b>Category of Personal Information</b>	<b>Purposes for Collection and Use</b>
<b>Name, Contact Information, and other Identifiers.</b> This includes identifiers such as a name (including prefix or title), postal address, unique personal identifier, online identifier, internet protocol address, email address, phone number, or other similar identifiers.	<ul style="list-style-type: none"><li>• Responding to inquiries or comments you submit through our website or by phone/email</li><li>• Providing you with products and services</li><li>• Fulfilling our contractual obligations</li><li>• Improving our products and services</li><li>• Sending marketing communications</li></ul>
<b>Professional or Employment-Related Information.</b> This includes the name of your company, your professional roles and	<ul style="list-style-type: none"><li>• Responding to inquiries or comments you submit through our website or by phone/email</li><li>• Providing you with products and services</li><li>• Fulfilling our contractual obligations</li></ul>

<p>responsibilities, job title, and business contact information.</p>	<ul style="list-style-type: none"> <li>● Managing our business relationship;</li> <li>● Sending marketing communications</li> </ul>
<p><b>Financial Information.</b> This may include account details collected in connection with your purchase information.</p>	<ul style="list-style-type: none"> <li>● Providing you with products and services</li> <li>● Fulfilling our contractual obligations</li> <li>● Managing our business relationship</li> </ul>
<p><b>Internet or other electronic network activity that we collect automatically.</b> Our website automatically collects certain information through cookies, web beacons, and other similar tracking technologies, including Google Analytics. This information may include, but is not limited to, your IP address or other unique personal identifiers; information regarding your use and interaction with our website, such as the time of your visit, pages viewed, links clicked, referring / exit URLs, browser type, non-sensitive text entered, mouse movements, and the number of clicks on our website; and information about the type of device you are using and your operating system.</p>	<ul style="list-style-type: none"> <li>● Providing you with products and services</li> <li>● Managing our business relationship</li> <li>● Improving our products and services</li> <li>● Sending marketing communications</li> </ul> <p>To learn more about automatic collection of online data, please see the <b>Cookie Policy</b> section below.</p>
<p><b>Geolocation Information.</b> This includes precise geographic location information about a particular individual or device.</p>	<ul style="list-style-type: none"> <li>● Providing you with products and services</li> <li>● Managing our business relationship</li> <li>● Improving our products and services</li> <li>● Sending marketing communications</li> </ul>
<p><b>Other information that you provide.</b> You may provide other categories of information,</p>	<p>We try to limit our collection and processing of sensitive personal information to the extent possible. Please only provide the</p>

including sensitive personal information, that we do not request in your communications with us.	necessary information in your communications.
<b>Employment Application Information.</b> When filling out and submitting an application for one of our Job Openings, you may be asked to enter your name, e-mail address, mailing address, and phone number	<ul style="list-style-type: none"> <li>• Responding to your application for employment and other employment inquiries.</li> </ul> <p>For more information about our treatment of employment application information, please see our Employee Privacy Notice.</p>

In addition to the purposes listed above, we may process any of the categories of Personal Information listed above for the following legitimate business purposes:

- to prevent fraud;
- to protect information security;
- to protect the rights, safety, and property, of VetCor, you, and/or others; and
- to comply with legal obligations and/or protect our legal interests.

**How We Share Your Information**

We do not disclose Personal Information except as may be required or permitted by law, rule, or regulation. We disclose your Personal Information as outlined below:

- Service providers, to perform functions on our behalf such as appointment booking, website hosting, marketing automation, analytics, site optimization, processing job applications and payment processing. There are limited circumstances in which the service provider collects data directly from you when their privacy policies may also apply;
- Social media platforms, when you choose to interact with us through social media features on our website. Such interactions typically allow the social media platforms to collect some information about you through cookies and similar tracking technologies they place on your device. In some cases, the social media platforms may recognize you through its cookies even when you do not interact with their application. Please visit the social media platform’s

respective privacy policies to better understand their data collection practices and controls they make available to you;

- If we sell all or part of our business, make a sale or transfer of assets, or are otherwise involved in a merger, restructuring or business transfer, including as part of the due diligence and transaction process;
- Under applicable law, including laws outside your country of residence to comply with subpoenas and other legal processes;
- To pursue available remedies or limit damages we may sustain;
- To protect our operations;
- To protect the rights, privacy, safety or property of us, you and others; and
- To enforce any applicable terms and conditions.

## **Cookie Policy**

### ***What Are Cookies?***

**“Cookies”** are a feature of web browser software that allows web servers to recognize the computer used to access a website. They are small text files that are stored by a user’s web browser on the user’s hard drive. Cookies can remember what information a user accesses on one website to simplify subsequent interactions with that site by the same user or to use the information to streamline the user’s transactions on related websites. A number of cookies we use last only for the duration of your web session and expire when you close your browser. Other cookies last longer and are used to recognize your computer when you return to the website. Cookies are designed to make your online experience easier and more personalized. They can only be read by the server that placed them and are unable to execute any code or virus.

Web server logs are files that store the activity on a certain website.

### ***How Do We Use Cookies?***

We rely on partners to provide many features on our website using data collected through cookies and similar tracking technologies. We use cookies and similar tracking technologies for the following purposes:

- **Website Operations:** Enabling features that are necessary for providing you the services on our website, such as managing your login session, tracking content views, and remembering your preferences in order to continually improve it and better serve the needs of our users.
- **Analytics:** Allowing us to understand how our services are being used, track site performance, and make improvements.
- **Social Media:** Enabling the sharing of content from our services through social networking and other sites.

Specifically, for analytics providers, we use Google Analytics which is a web analytics service offered by Google. Google Analytics uses the data collected to track and monitor the use of our website. Google Analytics shares this data with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

### ***Can I Opt-out?***

Most web browsers automatically accept cookies. You can change your browser settings to notify you of the cookies being set or updated, and to block cookies. Please note that if you have turned off all cookies, some features of the website may not be available to you or otherwise function as intended. To learn more about how to manage cookies on different types of browsers, you can visit the website [www.allaboutcookies.org](http://www.allaboutcookies.org).

To prevent Google Analytics from using your information for analytics, you may install the Google Analytics Opt-out Browser Add-on by clicking [here](#). For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy>.

### **“Do Not Track” Browser Settings**

We do not currently use technology that recognizes “do not track” signals from your web browser.

### **Links to Affiliate and Third-Party Websites**

Our Online Services and electronic communications may contain links to third-party websites and social media platforms such as Facebook, Instagram, Twitter or LinkedIn, and our Services may be advertised and/or offered on third-party websites (“**Linked websites**”). These Links are provided to users as a convenience and service

to our users. Some Links may take you to Third Party websites containing information that may be useful or of interest to you. VetCor is not responsible for the privacy practices, policies, security, or content of any Linked websites, even if you link to them from our Online Services or communications. This Privacy Policy does not apply to any Linked websites. We have no control over the collection or use of your information on any Linked website. We encourage you to read and understand the privacy practices of any Linked websites that you visit. Inclusion of any Link to a Third-Party website does not imply approval or endorsement of the Third-Party website.

### **Security**

While VetCor strives to use reasonable and appropriate means to protect information, we cannot guarantee its absolute security. Information submitted via the Internet, including through a web page, email, or mobile communications, is subject to interception or incorrect routing, and the Internet is not a fully secure communications channel.

### **Children Under the Age of 13**

This website is provided for and targeted to adults and is not intended to be used by children. We do not knowingly collect Personal Information from children under the age of 13. If you believe we have been provided Personal Information from or about a child under 13, please contact us at the email below. If we have stored any such Personal Information in our database, we will delete it as soon as reasonably practicable after receiving notice from you.

### **Opt-Out of Correspondence**

You may choose to limit or cease receiving correspondence from us by using the opt-out option in e-mails you receive from us, or by emailing or calling us at the email and/or phone numbers below. We will process your request as soon as reasonably practicable and within 10 days of receiving your request.

### **Your Privacy Rights**

Depending on your jurisdiction, you may have certain rights with respect to your Personal Information. These rights vary depending on your local law, but they may include the right to:

- **Data Access.** The right to know or request that we disclose what Personal Information of yours we collect, use, disclose, and sell over the preceding 12 months:
  - The categories of Personal Information we collected about you.
  - The categories of sources for the Personal Information we collected about you.
  - Our business or commercial purpose for collecting that Personal Information.
  - The categories of third parties with whom we share that Personal Information.
  - The specific pieces of Personal Information we collected about you.
  - If we disclosed your Personal Information for a business purpose, a list disclosing the disclosures for a business purpose, identifying the Personal Information categories that each category of recipient obtained.
- **Deletion.** The right to request that we delete Personal Information collected by us in certain circumstances provided by law.
- **Opt-out.** The right to opt-out of the “sale” of your Personal Information by us. We do not currently “sell” your information, as that term is defined in the CCPA, and have not done so for the past twelve (12) months.

You also have the right not to receive discriminatory or differentiated treatment by us because you exercised any of these rights.

### ***California Shine the Light Disclosure***

If you are a California resident, California Civil Code Section 1798.83 permits you to request information about our practices related to the disclosure of your personal information to certain third parties for their direct marketing purposes. You may be able to opt-out of our sharing of your personal information with unaffiliated third parties for the third parties' direct marketing purposes in certain circumstances. Please send your request (along with your full name, email address, postal address, and the subject line labeled "Your California Privacy Rights") by email to the address in the “How to Contact Us” section below.

### **How to Exercise Your Access or Deletion Rights**

If you would like to exercise any of these rights, please contact us at the address, email, or phone number in the “How to Contact Us” section below.

We cannot respond to your request or provide you with Personal Information without verifying your identity or verifying your authority to make the request. To verify your identity, we will request that you confirm or match specific pieces of information you have previously provided to us. We will only use Personal Information provided in response to such a request in order to verify your identity or your authority to make the request. If we retain your Personal Information only in de-identified form, we will not attempt to re-identify your Personal Information from that de-identified data to verify your identity.

If you wish to authorize a third party to make a request on your behalf through an authorized representative, you must provide a valid California power of attorney or comparable documentation of written permission from you and verification of your identity. We will maintain records of consumer requests made under CCPA and how we responded to those requests in accordance with CCPA.

### **Updates to Privacy Policy**

This Privacy Policy is subject to change. If we make any material changes, we will notify you by means of a notice placed on the website prior to the change becoming effective and we will update the date above accordingly. We encourage you to periodically review this Privacy Policy. By using this website, you agree to the terms and conditions in the most updated Privacy Policy.

### **How to Contact Us**

If you have any questions or concerns regarding the Privacy Policy or our website, please feel free to contact us using one of the methods below.

- Emailing us at [privacyrequests@vetcor.com](mailto:privacyrequests@vetcor.com).
- Calling us at 781-749-8151.
- Submitting a request on our website [here](#).