

Privacy Statement

Country Friends Veterinary Clinic values the trust you place in us as a pet owner. We are committed to protecting your privacy while providing compassionate, high-quality veterinary care. This Privacy Statement explains how we collect, use, and safeguard your information in compliance with applicable Texas and federal laws.

Information We Collect

We collect information necessary to care for your pet and communicate with you. This may include your name, address, phone number, email address, payment information, and your pet's medical history, treatment notes, and related health information.

How We Use Your Information

Your information is used to provide veterinary services, maintain accurate medical records, schedule and confirm appointments, send reminders, communicate about your pet's care, process payments, and comply with legal and professional requirements. Exam room audio and video recordings are used solely for creating accurate medical notes, training purposes, and quality control.

Texas-Specific Privacy Practices

In accordance with applicable Texas laws, including data privacy and identity theft protection requirements, we take reasonable steps to protect sensitive personal information. We limit access to personal data to authorized team members and use information only for legitimate business and medical purposes.

Sharing of Information

We do not sell or rent your personal information. Information may be shared only when necessary to support your pet's care, such as with client communication platforms, practice management platforms, record-keeping platforms, laboratories, pharmacies, referral specialists, emergency providers, or when required by law, subpoena, or regulatory authority. All third parties are expected to maintain confidentiality.

Information Security

Country Friends Veterinary Clinic uses reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, loss, misuse, or disclosure.

Record Retention

Under 22 Tex. Admin. Code § 573.52, Client and patient records are retained in accordance with Texas professional guidelines and legal requirements and only for as long as necessary to provide care and conduct business operations.

Your Rights and Choices

You may request access to your information, request corrections, or ask questions about our privacy practices at any time. We will make reasonable efforts to address your requests in accordance with applicable laws.

Updates to This Privacy Statement

This Privacy Statement may be updated periodically. The most current version will be available at our clinic or upon request. If you have questions about this Privacy Statement or how your information is handled, please contact Country Friends Veterinary Clinic.