

eCS Vet Privacy Policy



eCS Vet is committed to providing quality services to you and maintaining our ongoing obligations regarding our management of your Personal Information. Please note this privacy policy has been created in alignment with the Office of the Australian Information Commissioner (OAIC) to comply with the requirements of the Australian Privacy Principles (APPs). This policy will be reviewed regularly to ensure continued compliance with Australian current practice and legislative requirements.

A copy of the Australian Privacy Principles can be found on the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual or group. E.g. name, address, email address, phone number, facsimile number.

This Personal Information is obtained in many ways including through correspondence, by telephone or facsimile, by email, via our website at www.cannectvet.com, and from third parties.

We collect your Personal Information for the main purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where the disclosure would be reasonably expected. You may unsubscribe from our mailing list at any time by contacting us in writing.

When we collect your Personal information we will, where possible and appropriate, explain to you why we are collecting the information and how we intend to use it.

Why and when your consent is necessary

When you register as a veterinary practitioner on the eCS Vet Platform, you provide consent for our staff to access and use your personal information so they can provide you with the best possible service. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

How do we hold your Personal Information?

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss, or from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information will be stored in client files which will be kept by us for a minimum of 7 years.

How can you access and correct your Personal Information?

You may access the Personal Information we hold about you and to update your information. If you want to access your Personal Information, please contact us in writing.

eCS Vet will not charge any fees for your request to access your Personal Information, but may charge you for providing a copy of your Personal Information.

In order to protect your Personal Information, we may request proof of identification from you before releasing the information.

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How we maintain the quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have on file is not up to date or is inaccurate, please advise us as soon as possible so we can update our records and ensure we can continue to provide quality services for you.

How can you lodge a privacy-related complaint or enquiry?

If you have any enquiries or complaints about our Privacy Policy, please contact us at:

eCS Vet

732 Mountain Hwy, Bayswater VIC 3153

Ph: 03 8740 8740 Australia-Wide

E: vetinfo@ecs.health