ONLINE PRIVACY POLICY AGREEMENT
Effective Date: October 13, 2026

River Road Animal Hospital ("we," "us," or "our") values your privacy. This Privacy Policy ("Policy") outlines how we safeguard any personal information shared with us through phone calls, emails, or other direct communication. Our commitment is to ensure your information is handled responsibly, securely, and transparently.

We reserve the right to update this Policy at any time. If any significant changes are made, we will notify users by updating this page. Continued use of our services after such updates constitutes acceptance of the revised Policy.

Scope of the Policy
This Policy applies to River Road Animal Hospital and governs any personal information shared directly through phone calls, emails, or other direct communications. This Policy does not apply to third-party websites or services linked from our website. We encourage users to review the privacy policies of any external sites before providing personal information.

Information We Collect
We may collect the following types of information:

1. **Personal Information:** This includes information you provide voluntarily, such as your name, phone number, email address, and other contact details when engaging with us.

Why We Collect Information
We collect information to:

- Provide the services and support you request.
- Communicate with you regarding updates and relevant information.
- Ensure compliance with applicable laws and regulations.

How We Use Your Information
River Road Animal Hospital does not sell, rent, or lease personal information to third parties. Your information may be used to:

- Facilitate service requests and provide the necessary support.
- Send reminders and relevant communications.

We may disclose your information only under the following circumstances:

- To comply with legal obligations or valid governmental requests.
- When necessary to protect the rights, property, or safety of River Road Animal Hospital, its clients, or others.

Data Security & Compliance
We take appropriate measures to protect your personal information from unauthorized access, alteration, or disclosure. We comply with all applicable laws and regulations related to data protection and privacy standards. Internally, only authorized personnel have access to personal information stored in a secure environment.

Data Retention
We will retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including to comply with legal, regulatory, or reporting obligations.

Your Rights
You have the right to:

- Access, update, or request deletion of your personal information.
- Contact us with any questions or concerns about how your data is handled.

To exercise your rights or request more information, please contact us at:
Phone: (910) 454-8910
Mailing Address:
River Road Animal Hospital
8593 River Rd SE
Southport, NC 28461

Children's Privacy
River Road Animal Hospital does not knowingly collect personal information from children under 13. If we discover that information from a child under 13 has been collected without verifiable parental consent, we will delete the information promptly.

Acceptance of Terms
By using our services, you consent to the terms of this Privacy Policy. If you do not agree to these terms, please refrain from further use of our services. Continued use of our services following any changes to the Policy signifies your acceptance of those changes.

If you have any questions or concerns regarding this Privacy Policy, feel free to contact us using the information provided above.