

FSVC Privacy Policy

Last Modified: 5/14/26

Privacy of personal information is an important principle to Five Star Veterinary Center. We are committed to exercising the utmost responsibility in how we collect, utilize, and disclose our clients' personal information. We also do our best to be as transparent as possible in how it is used. As such, we only use this data to the extent necessary for the services we provide. This document describes our privacy policies.

What is Personal Information?

Personal information is defined as any information regarding an identifiable individual, such as: the person's characteristics (e.g., gender, age, income, home address or phone number, family status); the person's health (e.g., health history, health conditions, health services received by them); or the person's activities and views (e.g., religion, politics, opinions expressed by an individual, an opinion or evaluation of an individual). Personal information is to be contrasted with business information (e.g., an individual's business address and telephone number), which is not protected by privacy legislation.

What Information is Protected?

Five Star Veterinary Center is responsible for protecting any of your personal information that it has in its possession. This includes all personal information collected for or submitted to a third party to which you have consented (example – laboratory samples).

Collecting and Using Your Personal Information

We collect and use your personal information to:

- Verify your identity
- Comply with federal, provincial, local law and by-law requirements
- Bill goods and services
- Collect unpaid accounts
- Send out health care product and service reminders via EzyVet
- Make referrals to veterinary specialists and/or laboratories
- Verify information with grooming or boarding facilities
- Complete pet insurance information requests and claim forms

Information and surveys on your thoughts and opinions to allow us to

improve services or service offerings. Your personal information may be collected, used or disclosed for any of the purposes identified above. If your personal information is not required for one of these purposes, we will not use or disclose it without your prior consent.

How Do We Gather Your Personal Information?

- From you when you become a client at our hospital and complete our client registration form in clinic or online.
- From reporting agencies (i.e. local humane societies, public health authorities)
- From emails you send us requesting an address change or to be entered as a new client
- From our third party providers; EzyVet.

Your Consent

In general, by submitting information to us when using Five Star Veterinary Center products and services, you are providing your consent to the collection, use, and disclosure of personal information as set out in this Privacy Policy. Consent may be withdrawn at any time, subject to legal or contractual restrictions and reasonable notice; however, without such consent, we may limit the services or products we are able to provide our customers. We may require your consent before we collect, use or disclose any of your personal information, except under special circumstances, including police and/or cruelty investigations or other situations permitted by law.

How Do You Provide Us with Your Consent?

- Your signature, as provided on a specific "Consent" document or upon becoming a client of Five Star Veterinary Center
- Your written, verbal, or implied consent obtained during an appointment
- Your consent as provided by persons authorized by you to make decisions on your behalf

In general, by submitting information to us when using Five Star Veterinary Center products and services, you are providing your consent to the collection, use, and disclosure of personal information as set out in this Privacy Policy. Consent may be withdrawn at any time, subject to legal or contractual restrictions and reasonable notice; however, without such

consent, we may limit the services or products we are able to provide our customers.

Accuracy

Five Star Veterinary Center will make every reasonable effort to ensure that the personal information collected is as accurate, complete, and up-to-date as possible. We will also make an effort to confirm your current address and phone number when coming in for appointments. If any of your personal information changes, please contact us and we will be happy to update our records.

Protection of Information

Five Star Veterinary Center shall safeguard and protect all personal information under its control by implementing appropriate security measures based on the sensitivity of the information.

Five Star Veterinary Center shall ensure that our employees keep all personal information confidential and comply with the security standards established by this veterinary facility.

Five Star Veterinary Center shall require that third parties to whom personal information is disclosed have committed to an appropriate level of security (which may include execution of a confidentiality covenant) in the protection of such information. Please review our third parties' commitment to privacy: EzyVet.

On the disposal or destruction of personal information, Five Star Veterinary Center shall take the necessary precautions to prevent third parties from accessing such information and to maintain the confidentiality of this personal information.

Transparency

Five Star Veterinary Center will make specific information about our privacy policies and procedures available to any interested individual. Five Star Veterinary Center will facilitate access to its personal information policies and procedures, including the identity of our Privacy Officer. Five Star Veterinary Center will also ensure that individuals are able to gain access to their own personal information.

Individual Access to Personal Information

An individual providing personal information to Five Star Veterinary Center will be informed of our personal information policy. This individual can access the information in order to ensure its accuracy and completeness and shall be permitted to have it amended if it is inaccurate or incomplete.

Five Star Veterinary Center will respond promptly to any request made by an individual to access his or her personal information. Five Star Veterinary Center will maintain a full record of all third parties to whom personal information has been disclosed, and will make this record available to an individual whose personal information has been so disclosed.

Questions and Concerns Regarding Compliance with this Policy

An individual providing personal information to Five Star Veterinary Center may address any questions, concerns or complaints to the Privacy Officer. Five Star Veterinary Center will establish a procedure for processing any complaint about this personal information policy to ensure that all complaints are dealt with in an objective, fair and effective manner.

Privacy Officer Contact Information:

Five Star Veterinary Center

700 Corporate Ct

Springfield, IL 62703

Attn: Privacy Officer

Telephone: (217) 241-2287 or at reception@fivestarovetcenter.com