



Client / Patient Privacy Policy

Effective Date: January 20, 2026

Legal Entity: Shamrock Animal Health Inc (DBA Shamrock Animal Hospital)

4585 N Highway 19A, Mount Dora, FL 32757

(352) 483-2999 | www.shamrockvets.com

1. Introduction

This Privacy Policy explains how Shamrock Animal Health Inc collects, uses, stores, and protects personal information in connection with veterinary services and communications facilitated through the Weave platform. By interacting with our practice, website, or communication systems, you agree to the practices described in this policy.

2. Information We Collect

We may collect client contact information (name, phone numbers, email, mailing address, communication preferences), patient medical records (pet name, breed, species, age, treatment history), appointment history, billing data, and communication records including call logs, voicemail records, SMS message content, timestamps, and opt-in/opt-out status.

3. How We Use Information

We use collected information to provide veterinary medical care, schedule appointments, send reminders, communicate regarding treatment and prescriptions, process payments, improve operations, and comply with legal and regulatory obligations.

4. SMS & Electronic Communications

If you opt in, you consent to receive SMS text messages from Shamrock Animal Health Inc for appointment reminders, marketing messages, and general two-way communication. Msg frequency varies. Msg&data; rates may apply. Consent is not a condition of receiving veterinary services. Messages may be sent using automated technology. Reply HELP for support. Reply STOP to opt out. SMS messaging is not monitored 24/7 and must not be used for urgent medical concerns.

5. Use of Weave as Service Provider

Weave acts solely as a technology service provider processing information on our behalf. Weave does not own, sell, or control client or patient data. Data is processed only as necessary to provide communication, scheduling, and billing services.

6. Information Sharing

We do not sell personal information. Information may be shared only with service providers acting on our behalf, or as required by law, regulation, or legal process.

7. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information. While no system can guarantee absolute security, we take commercially reasonable measures to reduce risks.

8. Data Retention

Client and patient records are retained in accordance with veterinary medical record laws, operational requirements, and regulatory obligations.

9. Your Choices

You may update contact information, opt out of communications, or request information regarding our data practices by contacting our office.

10. Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from children under 13.

11. Changes to This Policy

We may update this Privacy Policy periodically. Updated versions will be posted on our website with a revised effective date.

12. Contact Information

For questions regarding this Privacy Policy, please contact Shamrock Animal Hospital at (352) 483-2999 or email welcome@shamrockvets.com.

For the most current version of this Privacy Policy, visit www.shamrockvets.com/privacy-policy. See our privacy policy for more information.