

Privacy Policy

Animal Health Innovations Pty Ltd is committed to user privacy in our products. This policy outlines our personal information handling practices. If you give us personal information, we will treat it according to this policy.

This Privacy Policy applies to all Animal Health Innovations Pty Ltd (ABN 56 611 493 317) websites, subsidiaries, affiliates and businesses, unless that website subsidiary, affiliate or business has adopted a separate privacy policy.

We encourage you to read this privacy policy and those of all websites you visit. Below is a summary of Animal Health Innovations' online privacy policy.

Examples of Personal Information we collect includes names, addresses, email addresses, and phone numbers. This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our websites, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you and for marketing purposes. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Types and uses of personal information.

Your personal information is used in the following ways:

Account Information

These tell us more about who you are, how to contact you, and your shipping and billing information. Also contains any preferences you have provided, such as language, email format and interests.

Email Correspondence

Used to raise and respond to issues and inquiries of all types. Also used to distribute information about Animal Health Innovations Pty Ltd and our products.

Your communication and marketing preferences

We use this information to make sure we are only sending marketing communications that we are legally able to.

Your interests, preferences, feedback and survey responses

We use this to give you a better shopping experience, for our internal market research purposes and to deliver targeted advertising to you based on those interests. It is also used to tell us how we can improve our products and site designs.

Competition entry information

We use this so you can participate in promotions and competitions, including contacting all our prize winners.

Your location

We use this to offer you a better shopping experience, depending on where you live.

Transactions

Shows which products you have requested. We will only use your personal information in the ways specified when it was collected. We will not subsequently change the way in which we use your personal information, unless you consent to the new usage.

Security measures

We protect the personal information you share with us. Access to your personal information is limited to people who need it to do their job. Authorised third party agents may also need access to some of your personal information. For example, to ship a product to you, we must share your name and address with a shipping company. We only provide third party agents with the minimum amount of information needed to complete the requested service or transaction. We do not otherwise share your personal information with third parties, unless you have granted us permission to do so.

Data Retention

Animal Health Innovations Pty Ltd will not retain your personal information longer than is necessary for the purposes for which it was collected.

Linked web sites

We provide links to third party sites. Since we do not control these websites, we encourage you to review the privacy policies posted on these (and all) third party sites.

Cookies

Animal Health Innovations Pty Ltd website may use cookies. Cookies help us provide a better user experience by measuring which website areas are of greatest interest. Animal Health Innovations Pty Ltd can only read cookies from Animal Health Innovations Pty Ltd websites.

If you choose to disable cookies in your browser, you can still access most of our websites. Some websites will not allow you to complete certain activities if cookies are disabled.

We may display advertisements from third parties. Third party ad-serving companies control which ads are shown. These ad-serving companies may use cookies to collect non-personally identifiable information from you. Advertisers use this information to target the ads and measure their impact.

Policy updates

All updates to this policy will be posted here. Last update: 12 June 2024

If you have any questions about privacy related issues please contact Animal Health Innovations Pty Ltd Privacy Officer.

How To Contact Us

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