

Privacy Policy

Cascadia Equine Veterinary Clinic

Effective Date: March 1, 2026

Last Updated: March 1, 2026

Overview

At Cascadia Equine Veterinary Clinic, we are committed to protecting the privacy and confidentiality of our clients and their horses. This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with applicable federal law and the Oregon Consumer Privacy Act (OCPA), effective July 1, 2024.

This policy applies to information collected through:

- In-clinic visits
 - Farm calls
 - Telephone conversations
 - Email and text communications
 - Our website (www.cascadiaequine.com)
 - Online forms and payment systems
 - Our online pharmacy platform
-

Information We Collect

Client Information

We may collect:

- Full name
- Mailing and billing address
- Email address
- Telephone number(s)
- Emergency contact information
- Payment and billing information
- Government identification (if legally required)

Horse (Patient) Information

We maintain medical records that may include:

- Horse's name, breed, age, sex
- Ownership details
- Medical history and treatment plans
- Diagnostic imaging and laboratory results
- Insurance information
- Boarding or trainer information (when relevant to care)

Website & Digital Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device type
- Pages viewed
- Cookie and usage data

This information helps us improve website performance and user experience.

How We Use Your Information

We use collected information to:

- Provide veterinary medical care
- Maintain accurate medical records
- Process billing and payments
- Communicate appointment reminders and medical updates
- Coordinate referrals and diagnostic services
- Fulfill pharmacy orders
- Improve our services and website
- Comply with legal and regulatory requirements

We do **not** sell personal information.

Information Sharing

We may share relevant information with:

- Veterinary specialists or referral hospitals
- Diagnostic laboratories
- Authorized compounding pharmacies
- Insurance providers (with client authorization)
- Payment processors
- IT and cloud service providers
- Government agencies when legally required

We require service providers to safeguard personal information appropriately.

Text & Email Communications

By providing your mobile number or email address, you consent to receive:

- Appointment reminders
- Treatment updates
- Prescription notifications
- Billing communications

By opting into SMS from a web form or other medium, you agree to receive SMS messages from Cascadia Equine Veterinary Clinic. This includes SMS messages for conversations (external). Message frequency varies. Message and data rates may apply. See privacy policy at <https://www.cascadiaequine.com/faqs>. Message HELP for help. Reply STOP to any message to opt out.

Online Pharmacy Policy

Prescription Requirements

Prescription medications are dispensed only within a valid Veterinary-Client-Patient Relationship (VCPR), consistent with Oregon veterinary standards and federal regulations.

We may require:

- A current physical examination
- Updated diagnostics
- Review of medical history

We reserve the right to decline prescription requests that do not meet medical or legal standards.

Purchasing Options

Clients may obtain medications through:

- Our in-house pharmacy
- Our authorized online pharmacy partner
- A third-party pharmacy of their choice

If using a third-party pharmacy:

- Written prescriptions are available upon request
- Prescription verification must be submitted in writing
- Processing times may vary
- A nominal fee is required prior to prescription approval
- Additional documentation may be required for controlled substances

We are not responsible for medication quality, storage, shipping delays, or pricing from unaffiliated third-party pharmacies.

Online Pharmacy Orders

Orders placed through our authorized online pharmacy:

- Are processed through secure, encrypted systems
- Use third-party payment processors
- Are shipped directly by the pharmacy provider
- May share limited order confirmation data with us for medical record accuracy

Controlled Substances

Controlled medications are prescribed and dispensed in compliance with:

- Federal Drug Enforcement Administration (DEA) regulations
- Oregon veterinary laws

Additional identity verification may be required.

Medication Returns

Due to safety regulations:

- Prescription medications cannot be returned once dispensed
 - Opened products are non-refundable
 - Defective items must be reported within 7 days
-

Data Security

We implement reasonable safeguards to protect personal information, including:

- Secure electronic medical record systems
- Encrypted payment processing
- Password-protected systems
- Limited staff access to records
- Secure document disposal

While no system can guarantee absolute security, we take reasonable steps to protect your information.

Data Retention

Veterinary medical records are retained in accordance with Oregon professional standards and legal requirements. Records are typically maintained for a minimum of 3–7 years or longer as required by law.

Your Privacy Rights (Oregon Residents)

Under the Oregon Consumer Privacy Act (OCPA), Oregon residents may have the right to:

- Access personal information
- Request correction of inaccurate information
- Request deletion of certain personal data
- Obtain a copy of their personal data
- Opt out of certain data processing activities

To submit a privacy request, contact:

Cascadia Equine Veterinary Clinic

31730 Sport Horse Way
Tangent, Oregon, 97389

Phone: 541-207-8308

Email: contact@cascadiaequine.com

We will respond within the timeframes required by law.

Children's Privacy

Our services are not directed toward individuals under the age of 18. We do not knowingly collect personal information from children.

Policy Updates

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated "Last Updated" date.

Contact Us

If you have questions about this Privacy Policy, please contact:

Cascadia Equine Veterinary Clinic

31730 Sport Horse Way

Tangent, Oregon, 97389

Phone: 541-207-8308

Email: contact@cascadiaequine.com