

Privacy Policy

Effective Date: July 13, 2026

Welcome to **Vetavers** ("Vetavers", "we", "our", or "us"). We are committed to protecting your privacy and handling your personal data in accordance with the **General Data Protection Regulation (EU) 2016/679 (GDPR)** and applicable Romanian data protection laws.

This Privacy Policy explains how we collect, use, store, and protect your information when you use the Vetavers mobile application and related services.

1. Data Controller

Vetavers
Romania

Support Email: naturavetpharm@gmail.com

2. Information We Collect

Depending on how you use the application, we may collect:

Account Information

- Name
- Email address
- Password (stored securely in encrypted form)
- User role (e.g., veterinarian, clinic staff)

Veterinary Records

The application may store information entered by users, including:

- Animal information (species, breed, age, sex, weight)
- Owner contact information
- Medical history
- Diagnoses
- Treatments
- Prescriptions
- Laboratory results
- Clinical notes

- Images uploaded by users

Technical Information

We may automatically collect:

- Device type
- Operating system
- App version
- IP address
- Crash reports
- Diagnostic information
- Log data

Usage Information

We may collect information regarding:

- Features used
- Session duration
- App interactions
- Performance metrics

3. How We Use Your Information

We use your information to:

- Provide and maintain the Vetavers application.
- Create and manage user accounts.
- Store veterinary medical records.
- Improve application performance and user experience.
- Provide customer support.
- Respond to user inquiries.
- Detect fraud and unauthorized access.
- Comply with legal obligations.
- Maintain system security.

4. Legal Basis for Processing

Under the GDPR, we process personal data based on one or more of the following legal grounds:

- Performance of a contract.
- Compliance with legal obligations.

- Legitimate interests.
- User consent where required.

5. Data Storage and Security

We implement appropriate technical and organizational measures to protect personal information, including:

- Encryption during transmission (HTTPS/TLS)
- Secure authentication
- Access controls
- Regular security updates
- Secure cloud infrastructure where applicable

While we strive to protect your information, no method of electronic storage or transmission is completely secure.

6. Data Sharing

We do **not sell** your personal information.

We may share information only with:

- Service providers that help operate the application.
- Cloud hosting providers.
- Payment providers (if applicable).
- Legal authorities when required by law.
- Other parties with your explicit consent.

7. Data Retention

We retain personal data only as long as necessary to:

- Provide our services.
- Maintain veterinary records.
- Comply with legal obligations.
- Resolve disputes.
- Enforce our agreements.

When data is no longer required, it is securely deleted or anonymized.

8. Your GDPR Rights

If you are located in the European Economic Area, you have the right to:

- Access your personal data.
- Correct inaccurate information.
- Request deletion ("Right to be Forgotten").
- Restrict processing.
- Object to processing.
- Request data portability.
- Withdraw consent where applicable.
- Lodge a complaint with your local data protection authority.

9. Children's Privacy

Vetavers is intended for veterinary professionals and is not directed toward children under the age of 16.

We do not knowingly collect personal information directly from children.

10. International Transfers

If personal data is transferred outside the European Economic Area, appropriate safeguards will be implemented in accordance with GDPR requirements.

11. Third-Party Services

Vetavers may use third-party services for:

- Cloud hosting
- Analytics
- Crash reporting
- Push notifications
- Authentication

Each provider processes personal data under contractual safeguards and applicable privacy laws.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted within the application and will become effective on the updated Effective Date.

13. Contact Us

If you have questions about this Privacy Policy or how your data is processed, please contact us:

Vetavers

Romania

Email: naturavetpharm@gmail.com

By using Vetavers, you acknowledge that you have read and understood this Privacy Policy.