

Vaeoria Privacy Notice

Website, clinic and patient data | Effective 27 September 2026

1. Scope

This notice explains how Vaeoria handles personal information through its website, clinic onboarding, clinic accounts, support, patient portals and guided photo capture. A Clinic will ordinarily determine the purpose of using Patient enquiry information for dental enquiry and follow-up, with Vaeoria processing much of that information on the Clinic's behalf.

2. Information

Vaeoria may process Clinic and staff identity, work contact, role and account information; subscription and support information; Patient identity, contact, treatment-interest and enquiry information; Patient Images and authorised recaptures; technical capture evidence; device, browser, session, access, security and audit data; and relevant communications.

3. Purposes

Information may be used to provide and secure Vaeoria, administer Clinic accounts and onboarding, operate patient portals, receive enquiries, upload and store Patient Images, support recapture and enquiry workflows, send operational notifications, prevent misuse, investigate security events, maintain audit evidence and comply with legal obligations.

4. Patient Images

Patient Images are private enquiry information. Original submitted images are kept separate from presentation overlays. Access is restricted to authorised processing and authorised Clinic users. Technical image checks may assess framing, visibility and quality but do not provide a dental diagnosis.

5. Legal basis and roles

Where Vaeoria acts as controller, processing may rely on contract, legitimate interests, legal obligations or consent where appropriate. Where Vaeoria acts as processor, the Clinic is responsible for identifying the lawful basis for its instructions.

6. Service providers

Vaeoria may use service providers for hosting, database and storage, email, analytics, security and infrastructure. Providers receive only access reasonably required for their function and are subject to appropriate obligations. Vaeoria does not sell Patient Images or Clinic patient lists.

7. International transfers

Where personal information is transferred internationally, Vaeoria will use an applicable lawful transfer mechanism and appropriate safeguards where required.

8. Retention

Information is retained only for as long as reasonably necessary for service, contractual, security, legal and operational purposes. Information may be retained longer where required by law or necessary to resolve disputes or establish, exercise or defend legal claims.

9. Security

Vaeoria uses technical and organisational measures designed to protect personal information, including server-mediated access, scoped authentication, private image storage and tenant separation. No internet service can guarantee absolute security.

10. Rights

Depending on applicable law and circumstances, individuals may have rights including access, correction, erasure, restriction, objection, portability and withdrawal of consent where processing relies on consent. For Patient information controlled by a Clinic, requests should normally be directed to that Clinic. Individuals may also complain to the UK Information Commissioner's Office.

11. Cookies and communications

Operational messages may be sent where necessary to provide or secure the service. Marketing and patient follow-up must be sent only where legally permitted. Strictly necessary cookies or storage may be used for security, sessions and core functionality; optional technologies are addressed in the Cookie Notice.

12. Contact

Privacy enquiries may be sent to support@vaeoria.com. This notice may be updated to reflect service, legal or operational changes.