

Data Processing Agreement (DPA)

pursuant to Art. 28 GDPR — Template

1. Subject matter

The processor (VetMind AI) processes audio recordings, transcripts and clinical notes on behalf of the controller (veterinary practice) for the purpose of AI-assisted documentation.

2. Location of processing

Processing takes place exclusively in EU data centres (Frankfurt am Main). Transfers to third countries only occur with appropriate safeguards under Chapter V GDPR.

3. Retention

Audio recordings are automatically deleted after 30 days by default (configurable per practice). Clinical notes are retained until deleted by the controller.

4. Technical and organisational measures

Encryption in transit (TLS 1.2+) and at rest, role-based access control, audit log of administrative actions, pseudonymisation of team analytics.

5. Sub-processors

AI model providers for transcription and structuring, plus cloud infrastructure and payment providers. A current list is provided on request.

6. Data subject rights

The processor supports the controller with access, rectification, erasure and portability requests. Self-service export and deletion are available in-app.

7. Signature

Controller: _____ Date: _____

Processor (VetMind AI): _____ Date: _____