

# Privacy Policy

## Respecting your privacy

At Zoetis Belgium SA (Irish Branch), Building 10, Cherrywood Business Park, Bray Road, Loughlinstown, Co. Dublin D18 T3Y1 Ireland, the company behind VetSupport+ or “the Service”, we recognise the importance of protecting the privacy of information collected about the users of VetSupport+. We are committed to respecting the privacy of our users. Below we set out how we will collect, hold, use and disclose personal information collected from you or that you disclose/provide to us.

## What information does Zoetis collect?

We collect personally identifiable information, such as names, addresses, telephone numbers and email addresses only when voluntarily provided by you when you register or otherwise voluntarily submit information to us as well as the IDs of your devices you log in with. We will, of course, only process and handle this information in accordance with this policy and with the European General Data Protection Regulation (GDPR).

## How does Zoetis use personal information and to whom does Zoetis disclose it?

We will use personal information collected about you to make the Service available to you and to personalise functions of the Service.

## Where we store your personal data

The data that we collect from you will be stored cloud based in Ireland by Amazon Web Services Inc.

## Security of personal information

We will take all reasonable steps to protect the personal information that we hold from misuse, loss, or unauthorised access.

While we endeavour to keep personal information secure and confidential, we will not be responsible for any breach of security caused by third parties and do not represent that the Service (or any other Zoetis service) is completely secure.

## ACCESS TO INFORMATION/CONTACT DETAILS

Your information will be retained by us for the period of time that you are registered to use our Service.

In accordance with the GDPR, you have the right to access information held about you. You can request your information from us, request that your information on the Zoetis database is amended/deleted, or you can unsubscribe from any programme at any time by writing to us at: Zoetis Belgium SA (Irish Branch), Building 10, Cherrywood Business Park, Bray Road, Loughlinstown, Co. Dublin D18 T3Y1 Ireland. Alternatively, you can email us at [Privacy@Zoetis.com](mailto:Privacy@Zoetis.com)

We aim to deal with your request (including unsubscribing you from any programme) within ten working days of its receipt.

## **FILING A COMPLAINT**

You have the right to file a complaint about the processing of your data by Zoetis at your competent supervisory authority.

## **Changes to the Policy**

This Policy may be amended by us at any time. Please check this section periodically to inform yourself of any changes.