



← Back to VetDiff

Data & Privacy FAQ

Last updated: September 23, 2026

⚠ This page is a plain-language summary for quick reference. Our [Privacy Policy](#) and [Terms of Service](#) are the governing documents — if anything here ever seems to conflict with those, the full policy controls.

What data is collected?



Account and practice info (name, email, hashed password, practice name/address/region); patient records you enter (pet name, species, breed, sex, weight, age, pet ID — we don't ask for an owner's name); clinical case data (dictated or typed visit history, lab results, and the AI-generated summaries and differentials produced from that information); and standard technical data like request and error logs. During live Dictation, your device streams audio directly to our transcription provider, Deepgram — VetDiff's own servers never receive or store the raw audio, only the resulting text. Billing is handled entirely by Stripe; we never see or store your card number. Account-related emails (verification, password reset, practice invites) are sent through SendGrid.

Can client-identifying info end up in a case?



We don't collect a pet owner's name as a field at all — VetDiff never asks for it. Free-text fields (visit history, lab notes) are still typed by your team, though, so before a case enters the shared outcome pool we automatically strip the patient's own name out of that free text. That check can't catch every other identifying detail someone might type in — a nickname, or an incidental detail unrelated to the visit — so we recommend keeping free-text fields to clinical content only.

How are cases anonymized?



A case only enters the shared outcome pool once a DVM has recorded a confirmed or partially confirmed diagnosis for it. What's included is deliberately limited: species, breed, age, sex, a coarse region label (like a state, never a street address), the clinical history and lab text, the AI-generated summary, and the confirmed diagnosis. It never includes the patient's name (automatically stripped from that case's free text before it's pooled), your practice's identity, or which DVM or account submitted it. As a second layer, the AI itself is instructed never to output a personal name in a differential or follow-up answer, even if one somehow appears in its source material. There's no way to trace a pooled case back to a specific practice or client from within the product, and the pool itself isn't searchable or browsable by anyone, including other VetDiff customers.

Who owns contributed case data?



Your practice retains ownership of the patient records, clinical notes, and case data you enter into VetDiff. You grant VetDiff a license to host, process, and transmit that data to provide the service — including, once a case has a confirmed outcome, contributing a de-identified version to the shared pool described above. Once a record is in that pool it no longer carries any information that identifies your practice, so it isn't tied back to your account.

Can data be used to improve the product?



Yes, in two specific ways: a patient's own prior visits at your practice are used to inform future analyses for that same patient, and confirmed outcomes contribute anonymized entries to the shared pool that helps inform differentials for other practices' similar patients. We do not use your data to train our own underlying AI models, and we don't sell personal data to third parties.

Can users delete contributed info?



Yes — you can delete an individual visit from Case History at any time, and archive a patient record you no longer want appearing in search (archiving keeps that patient's visit history intact rather than deleting it). If a case had already contributed a confirmed outcome to the shared anonymized pool before you deleted it, that anonymized record isn't automatically retracted, since by that point it no longer carries any information identifying your practice, client, or patient. To request deletion of your practice's remaining account data, contact us using the details below.

Is submitted info ever sold or shared?



We never sell your data. We share it only with the specific service providers that power the product — Anthropic (generates differentials, summaries, and client explanations), Deepgram (transcribes live dictation audio), SendGrid (sends account and invite emails), Railway (hosts our servers and database), Vercel (hosts the web app), and Stripe (processes payments, without VetDiff ever seeing your card details) — each strictly for the part of the service they support, or as required by law or to protect the rights and safety of VetDiff or our customers.

Questions not answered here? Reach us at admin@vetdiff.com or (205) 810-1048.