Medihorse

Terms of Use

Version 2026-11-29 · In effect from November 29, 2026

https://www.medi.horse/en/legal/terms

These Terms are the contract between you and Medihorse OÜ for using Medihorse.

1. Provider and scope

Medihorse is provided by **Medihorse OÜ**, a private limited company registered in Estonia under registry code 16947434, at Sepapaja tn 6, 15551 Tallinn, Estonia. In these Terms, "we" means Medihorse OÜ and "you" means the person using Medihorse.

These Terms cover the website at medi.horse and the Medihorse apps for Android and iOS.

Medihorse is free. No payment is made through it. We may limit how many posts an account can have.

The Privacy Policy explains how we handle personal data.

2. How the contract is made

- You create an account with an email address and a password, or with your Google or Apple account. Until you submit the sign-up form, you can correct what you entered.
- By creating an account, with your email address, Google or Apple, you accept these Terms and confirm that you are 18 or over. The Terms are linked on the sign-up page and at the bottom of medi.horse.
- The contract lasts until your account is deleted.
- The contract can be made in English or in Hungarian. The Terms in force are always on this page, where you can also download them. We don't keep a separate copy for each user.
- If you use Medihorse without an account, for example to read a public ad, the rules in section 4 on using other people's contact details apply to you too.

3. Your account

- You must be 18 or over.
- An account belongs to one person. Don't share it.
- If you use Medihorse for a business, for example as a vet, a farrier or a livery yard, you

accept these Terms for that business too, and you confirm that you are allowed to.
- Keep your password safe. We never ask for it.
- Keep your details correct, above all the contact details other people use to reach you.
- If you think someone else has used your account, change your password and write to info@medi.horse.

Deleting your account

You can delete your account at any time, free of charge: open Settings, then Account, then Delete account, on the website or in the app. If you can no longer sign in, the delete-account page explains how to ask us.

Deleting your account deletes your profile and everything you posted, except the records you wrote as a horse's vet. It cannot be undone. The Privacy Policy lists what remains.

4. What you post

What you post	Who can see it
Ads	Everyone, also without an account. A private ad: signed-in users only
Lost-horse reports	Signed-in users, while the report is open
Orphaned-foal and nurse-mare listings	Signed-in users, while the listing is active
Livery yards	Signed-in users
Professional profiles and vet duty periods	Signed-in users
Your horses' details and health timelines	You, and a horse's dedicated vet once they accept your request. The vet you ask sees a summary of the horse first
Your horses' feeds and pedigrees, your reminders	Only you
Vet records you write as a horse's vet	The horse's owner, and every vet the owner chooses later

The Privacy Policy describes what each of these shows.

- **A public ad is public on the web.** Search engines can list it, and it can appear in link previews. You choose public or private when you post.
- An ad runs for 4 to 30 days, as you choose. You can edit, pause or delete it. A changed

ad is reviewed again (section 8).
- Your name and profile picture are shown with what you post.
- **Contact details you add to a post are shown to other people.** They appear partly hidden, and in full to a reader who asks for them.
- **Blocking.** A user can block another from one of their posts. Whoever blocks no longer sees the other's posts while signed in, and any vet care between the two ends.
- **A vet record can't be deleted on its own.** Its author can withdraw it, giving a reason: it then stays visible, marked as withdrawn. Its earlier versions stay visible too. It is deleted only with the horse or the owner's account.

Rules for everything you post

By posting, you confirm that:

- what you post is true and up to date, and you will correct or remove it when it stops being so;
- it is yours to post: you own it, or you have permission from whoever does, including for photos and for other people's details;
- it is lawful, and posting it doesn't break anyone's rights.

You are responsible for what you post, including a description that Medihorse drafted for you with AI. Read it and correct it before you publish. An ad shows readers when its description was written or helped by AI.

Don't post:

- anything illegal, including animals or goods you may not sell or offer;
- false or misleading content, such as a horse that doesn't exist, isn't yours to sell, or isn't as described;
- other people's personal data without their permission;
- offensive, threatening, hateful or sexual content;
- spam, the same ad over and over, or ads that have nothing to do with horses.

We don't tolerate objectionable content or abusive users. We remove such content, and we may close the account behind it (section 8).

If you advertise as a business, say so in your ad and give the information that consumer law requires. Meeting the duties a business owes consumers, such as information duties and withdrawal rights, is your responsibility, not ours.

Using Medihorse fairly

- Use contact details you see on Medihorse only to get in touch about that ad, report or listing, or about a horse you are the vet of. Don't collect them, don't send advertising to them, and don't pass them on.

- Send vet invitations only to people who expect them.
- Don't collect content from Medihorse with bots, scrapers or other automated means, and don't try to get around our limits or security.
- Don't pretend to be someone else, and don't use Medihorse to harass or deceive anyone.

5. Licences

Your content

You keep all your rights in what you post. You give us a free, non-exclusive licence to store it, copy it, adapt it and show it, only to run Medihorse. That covers:

- showing it to the people named in section 4;
- changing its format, for example resizing photos and removing their metadata;
- passing it to the service providers who run parts of Medihorse for us, as the Privacy Policy describes.

The licence ends when the content is deleted. We don't sell your content.

Medihorse

The Medihorse name, logo, design, software and texts belong to us. You may use the website and the app as these Terms describe, for yourself or for your business. You may not copy, sell or rent out Medihorse or any part of it, or take its software apart, except where the law allows it.

6. Our role

Medihorse is a place to publish ads and listings and to find each other. Any contract you make with another user, whether a sale, a lease, a transport, a service or a job, is made between the two of you, outside Medihorse.

- **We are not a party** to any contract between users, and we don't act for either side.
- **We don't check** the animals, goods or services offered, their prices, or the people who offer them. We don't check whether a professional, including a vet, holds the qualifications they list.
- **The health, identity and ownership of a horse are for the parties to check**, as is the condition of anything else on offer.
- **No payment goes through Medihorse.**
- A private seller is not a business. The consumer law that protects you when you buy from a business may not apply.

Emergencies, vet duty, health timelines, reminders and feeds

- Lost-horse reports, orphaned-foal and nurse-mare listings and vet duty periods are information posted by users. Reminders and feeds are tools for organising care. None of them is **veterinary advice**, and we don't check whether they are accurate.
- Owners' observations and vets' records on a horse's health timeline are information users post. They are not veterinary advice from Medihorse, and we don't check whether they are accurate.
- A duty period means that the vet has said they are on duty. We don't guarantee that they answer or come out.
- **In an emergency, call a vet directly.**
- Medihorse sends your reminders by email or push notification, as you set them. Delivery is not guaranteed. Don't rely on Medihorse alone for anything that must not be missed.

7. How lists are ordered

Lists are ordered by date, by distance from the place you search, or by name, depending on the list and the sort you choose. Vets on duty who cover the place you search are listed first. Nobody can pay for a better position: Medihorse has no paid or sponsored placements.

8. Moderation

- **Ads are checked automatically before they are published.** An AI model checks how complete and clear an ad is. It doesn't check whether the ad is true or lawful. An ad that doesn't pass is not published. You see the reasons, and you can edit the ad and submit it again.
- **Photos are checked automatically** when you upload them. A photo that the check flags as inappropriate is refused.
- **Text is checked automatically** when you save it, if other people can see it. Text that the check flags as inappropriate is refused, and you see why.
- **Reports.** You can report a post with **Report** on it. Our team reviews every report and removes a post that breaks these Terms.
- **We may remove or restrict content, and suspend or close an account**, when content is illegal or breaks these Terms.
- If we remove or restrict your content or account, we tell you the reasons where the law requires it.
- We may close an account for serious or repeated breach of these Terms or the law, without notice. In other cases we give reasonable notice. Business users get 30 days' notice with reasons, except where the law allows less. Closing an account deletes it (section 3).
- You can write to us about a decision at info@medi.horse. You can also go to court.

9. Reporting illegal content

Anyone can report content on Medihorse that they believe is illegal, with or without an account. Write to info@medi.horse and include:

- why you believe the content is illegal;
- where it is: the link, or its title and where you found it in the app;
- your name and email address, unless the report is about the sexual abuse or exploitation of children;
- a statement that you believe in good faith that your report is accurate and complete.

If you are signed in, you can also use **Report** on the post.

We confirm receipt and tell you our decision.

10. Business users

If you use Medihorse to offer goods or services as a business:

- we treat your posts the same way as everyone else's, including our own;
- a change to these Terms never applies to the time before it took effect;
- you can end the contract at any time by deleting your account;
- while you have an account, you can see and edit what you posted. As a horse's dedicated vet, you see its details, its owner's contact details and its health timeline, with the records you wrote on it, only while you are its vet. We give business users no other data. After your account is deleted, we keep only what the Privacy Policy lists.

11. Availability and changes to Medihorse

- We work to keep Medihorse running, but we don't promise that it is always available or free of errors.
- We may suspend Medihorse for maintenance.
- We may change, add or remove features for technical, security, legal or product reasons.
- If we stop providing Medihorse, we give reasonable notice by email.

12. Liability

We are liable without limit for damage we cause intentionally or through gross negligence, for death or personal injury we cause, and wherever the law doesn't allow liability to be limited.

Otherwise, because Medihorse is free, we are liable only if we breach an obligation that is essential to this contract, and only for damage that was typical and foreseeable when the contract was made.

We are not responsible for what other users post or do, including their ads, the contracts you make with them, and the information in emergency listings, vet duty periods and health timelines (section 6).

Nothing in these Terms takes away the rights you have as a consumer under mandatory law.

13. Changes to these Terms

We may change these Terms when Medihorse changes or when the law requires it.

We publish the new version on this page. The date at the top shows when it takes effect. Where the law requires it, we also tell you by email. If you keep using Medihorse after that date, you accept the change. You can delete your account at any time.

14. Law, courts and complaints

- These Terms are governed by the law of Estonia.
- If you are a consumer, you keep the protection of those rules of the country where you live that cannot be set aside by agreement.
- If you are a consumer, you can bring a claim in the courts of the country where you live or in Estonia, and we can bring a claim against you only where you live.
- If you use Medihorse as a business, the courts of Estonia have jurisdiction.
- If a part of these Terms is invalid, the rest stays valid.

If you are a consumer and we cannot settle a complaint with you, you can turn to the Consumer Disputes Committee of Estonia (Tarbijavaidluste komisjon), Endla 10A, 10122 Tallinn, komisjon.ee. The European Consumer Centre in your country can help with a complaint across borders.

15. Contact

- **Medihorse OÜ**, Sepapaja tn 6, 15551 Tallinn, Estonia
- Email: info@medi.horse

This email address is also our single point of contact under the Digital Services Act, for users and for the authorities. You can write to it in English, Hungarian or Estonian.

The company's registration details are on our legal notice.