

PRIVACY POLICY

Mymedic Lifecare Limited ("**Mymedicare**") respects your privacy and is committed to protecting it through its compliance with this Privacy Policy. This Privacy Policy complies with the requirements of the Nigerian Data Protection Regulation, and was prepared exclusively for Mymedic Lifecare Limited.

Mymedicare provides this Privacy Policy to inform you (our wonderful user) of the services provided in this Mymedicare website and/or mobile application ("**App**"); the software underlying the website and App ("**Software**"); and any materials or documents (as such terms are defined below) issued in connection with the Site, App and/or Software, whether as a guest or a registered user, of its practices regarding the collection, use and disclosure of Personal Information (defined below) that Mymedicare receives from you. Any Site, App, Software, materials, documents or services provided to you in conjunction with the Site or App will be referred to together as the "**Services**."

"**Materials**" mean the Site, App, Software and their entire contents, features and functionality, including, without limitation, all information, software, text, displays, images, video and audio, and the design, selection and arrangement thereof.

"**Documents**" or "**Documentation**" includes any and/or all agreements and/or documents which Mymedicare may require you to execute now or hereafter.

"**Health Care Partners**" includes the medical doctors, physiotherapists, nurses, clinics and hospitals which users may interface with in the course of their use of the Services.

This Privacy Policy applies to Personal Information that you provide when you use the Services and that Mymedicare and business partners of Mymedicare collect through the Services. ***This Privacy Policy does not apply to Personal Information collected offline or on any other websites or applications that you may access through the Services or information provided to and collected by any third party. Third parties may have their own privacy policies, which Mymedicare encourages You to read before providing information to, on or through them.*** Please read this Privacy Policy carefully to understand Mymedicare policies and practices regarding Personal Information. If You do not agree with the Mymedicare policies and practices, do not download, register, use or otherwise interact with the Services. By downloading, registering with or using the Services, you consent to the collection, use and disclosure of Your information as described in this Privacy Policy.

This policy is subject to change from time to time at the sole discretion of Mymedicare. Your continued use of the Services after Mymedicare makes a change to the Privacy Policy is deemed to be acceptance of such change. Thus, please check the Privacy Policy periodically for updates. We will nonetheless endeavour to notify you of any changes in this Privacy Policy.

Information Collection

The personally identifiable information that Mymedicare collects in the course of using the Services, you may provide Mymedicare with your personal information.

"**Personal Information**" refers to information about you that can be used to contact or identify you and information related to your use of the Services that may be connected with you and identify you.

Personal Information that Mymedicare collects may include, but is not limited to, your first and last name, phone number, email address, home and business postal addresses, including street name and number, city or town and state, and any other information that permits the physical or electronic contacting of an individual.

Personal Information will be collected when you fill in forms provided to you; when you provide information to us; and/or when you use the Services (including the exchange of your health information with your Health Care Provider(s)). For instance, you will provide information to Mymedicare when downloading the Application, registering with Mymedicare, subscribing or otherwise using the Software and communicating with Mymedicare. Mymedicare may also ask you for information in conjunction with the Services. Additionally, Mymedicare may require some information from you when you report a problem with the Services.

Note that while our Health Care Partners' privacy policies would govern how personal information which you share with them may be used and disclosed, to the extent that you are introduced to our Health Care Partner(s) by Mymedicare and to the extent that your use of our Health Care Partner(s) is facilitated by Mymedicare, we guarantee that Mymedicare shall hold our Health Care Partners to the standards contained in this Privacy Policy.

You may make use of the Services to transmit or otherwise provide your confidential health care information to our Health Care Partner(s). Mymedicare will not use or disclose your Personal Information without your authorization except as provided by this Privacy Policy.

What kind of personal data is collected?

In furtherance of the Services offered by Mymedicare.com, we need to collect your name, email address, and password in order to create an account for you. We also need to know what type of medical treatment you are seeking, in order to connect you with the right kind of doctor. We collect – but do not store – your credit card information for payment. Mymedicare will keep your textual conversations for your convenience, but you can delete those at any time. Mymedicare never tracks or records your audio/visual conversations with your doctor.

Mymedicare Automatic Information Collection and Tracking

When you use the Services, the Mymedicare servers will automatically record information that you enter into the Website or the App. This information may include, but is not limited to, unique identifiers associated with the computing and/or mobile device, operating system type, Internet Protocol (“IP”) address, browser type, user-session duration, traffic data, location data, search data, transaction data and other communication data.

Like many websites, Mymedicare may also use cookies and/or similar technologies to collect information about how our Services are used. Nonetheless, you may instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit, including ours. For more information on cookies and how to manage them, see <https://allaboutcookies.org/>. If you do not accept cookies, however, you may not be able to use all portions of the Services or all functionality of the Services.

The App may access metadata and other information associated with other files stored on Your mobile device, which may include, without limitation, photographs, audio and video clips, personal contacts and address book information – provided you permit such access. When you use the App, the servers of Mymedicare will receive and transmit the pages that you send and receive, including the traffic data associated with those pages.

How Mymedicare Uses Personal Information

Mymedicare may require your Personal Information so as to:

- (i) Enable you to create an account and/or to access some of the Services without an account;
- (ii) Create a profile for you based on information you provide to us;
- (iii) Provide (and improve) the Services;
- (iv) Administer your use of the Services;
- (v) Enable you to enjoy and easily use the Services;
- (vi) Enable Mymedicare to better understand your needs and interests;
- (vii) Personalize your experience with, and use of, the Services;
- (viii) Provide or offer updates to the Website, the App and/or the Services;
- (ix) Make product and service announcements;
- (x) Provide you with further information and offers from Mymedicare, which may include newsletters, marketing or promotional materials and other information on services and products offered by Mymedicare or its Health Care Partners;
- (xi) Engage in research activities;
- (xii) Conduct surveys, questionnaires, contests and other similar promotions, and provide you with results of such activities;
- (xiii) Conduct statistical analysis as may be required by regulators and/or medical researchers;
- (xiv) Monitor and analyze use of the Services;
- (xv) Administer the technical aspect(s) of the Services;
- (xvi) Enhance the functionality and utility of the Services; and
- (xvii) Generate and derive useful data and information concerning the interests, characteristics and behavior of Mymedicare users.

By checking this box and by using the Services, you expressly consent to the use of your Personal Information, to the extent provided hereinabove. You also consent to the transfer of non-personally identifiable information (i.e. information that would be insufficient to personally identify any particular person) to third parties, advertisers and business partners to analyze usage, demographics or interests, improve our products or services, improve user experience, or for similar purposes. Mymedicare will not re-identify such data and will ask our contracting parties to agree to keep the data in its de-identified form.

Information Sharing and Disclosure

Mymedicare Users:

Mymedicare will display your Personal Information in your profile page and elsewhere on the Services. Any information you choose to provide should reflect how much you want us and our Health Care Partners to know about You. We recommend that you safeguard your identity and sensitive information and encourages You to think carefully about what information you disclose in your profile. You can always review your profile information at any time.

With your authorization and consent, Mymedicare may use and disclose your information for any purpose disclosed to you by Mymedicare when you provided or otherwise contributed such information to the Services or as otherwise permitted in accordance with this Privacy Policy.

Mymedicare will use and disclose your information, including your Personal Information, to enforce its rights arising from any contracts entered into between you and Mymedicare, including, but not limited to, the Terms of Service and this Privacy Policy.

Affiliates, Subsidiaries, Service Providers, Business Partners and Others:

Mymedicare may disclose your Personal Information to its subsidiaries, affiliates and Health Care Partners. Mymedicare may employ third party companies and individuals (that is, our Health Care Partners) to facilitate the Services (or any portions of them); to provide the Services on Mymedicare's behalf; to perform related services (including, but not limited to, data storage, maintenance services, database management, web analytics, payment processing, and improvement of the Services' features) or to assist in analyzing how the Services are used. These third parties will have access to your Personal Information and/or your non-identifiable information only for purposes of performing these tasks on Mymedicare's behalf and will be bound by contractual obligation to keep your Personal Information confidential.

Compliance with Laws and Law Enforcement:

Mymedicare cooperates with government and law enforcement officials and private parties to enforce and comply with applicable law. Mymedicare will disclose information about you to government or law enforcement officials or private parties to the extent that Mymedicare has a good faith belief that such disclosure is necessary or appropriate to respond to claims and legal process (including, but not limited to, subpoenas), to protect the property and rights of Mymedicare or a third party, to protect the safety of the public or any person, or to prevent or stop any activity that Mymedicare may consider to be, or to pose a risk of being, illegal, unethical, inappropriate or legally actionable. Notwithstanding the foregoing, to the extent that same shall be practicable, Mymedicare shall endeavour to notify you prior to making any disclosure in this manner.

Business Transfers:

Mymedicare may sell, transfer or otherwise share some or all of its assets, including your Personal Information, in connection with a merger, acquisition, divestiture, restructuring, reorganization, dissolution or sale of assets or in the event of liquidation and/or winding-up of the company.

Preventing Harm:

Mymedicare may share your Personal Information in any case where Mymedicare will reasonably believe that sharing your information is necessary to prevent imminent physical harm or damage to property.

Changing or Deleting Your Account Information

You can review and change your account profile information at any time by logging into your account and visiting your account profile. You may also contact Mymedicare support staff and request a change or deletion by sending an email to Mymedicare at support@mymedicare.com and detailing your request. Please note that we may not accommodate your request to the extent that we believe that the requested change may amount to a violation of any law. If you delete information you had provided or contributed to the Services, copies of such information may remain viewable in cached and archived pages.

Certain Personal Information is required to continue providing you the Services. If you delete or request Mymedicare to delete these details, your access to Mymedicare Services may be interrupted. Additionally, deletion of Personal Information in your profile may make it impossible for Mymedicare to contact you when necessary.

Except as required by law, Mymedicare will not use or disclose your Personal Information for any purpose for which you withdraw your consent. Regardless of whether you withdraw such consent, you agree that Mymedicare may continue to use your Personal Information previously provided or collected to the extent that such use or disclosure is necessary for Mymedicare to comply with its contractual and/or legal obligations and to the extent necessary to enforce any contractual obligations you may have to Mymedicare.

What are my privacy rights?

- (i) The right to be informed – this Privacy Notice tells you what you need to know.
- (ii) The right of access – you can access your personal data on your profile or from us at any time, upon request.
- (iii) The right to rectification – if any data is incorrect, we will correct it, upon your request.
- (iv) The right to erasure – if you want us to delete or erase your data, we will, upon your request.
- (v) The right to restrict processing.
- (vi) The right to data portability – you have the right to demand a copy of your personal data, and we will give it to you upon request. It can take as long as 30 days, and we will give it to you in a commonly used format. If you so request, we will also transfer your data to another "Controller", that is your doctor, pharmacy or any of our Health Care Partners that you indicate.
- (vii) The right to object - you can file a complaint with the [Nigerian Information Technology Development Agency \("NITDA"\)](#). Preferably, you can first email us at complaints@mymedicare.com.

Your Choices about Mymedicare Collection, Use and Disclosure Practices

Mymedicare recognizes the importance of confidentiality and an individual's authority to make decisions about the privacy of his or her Personal Information. As such, Mymedicare provides its users with choices regarding the collection, use and disclosure of information they contribute to Mymedicare. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent and you can choose whether to allow the Application to collect information through other tracking technologies by opting out of such functionality. However, please note that the functionality of the Services may be affected by your refusing and/or disabling of cookies or the disabling of tracking technologies.

Device Location Information:

You can choose whether to allow the Services to collect and use real-time information about Your device's location by opting out of such functionality. If you block the use of location information some Services functionality may be inaccessible to you or fail to function properly

Promotion by Mymedicare:

If you do not want Mymedicare to use your e-mail address or other contact information to promote its own or third parties' products or services, you can opt-out of such communications by sending an email to support@mymedicare.com.

Targeted Advertising by the Company:

If you do not want Mymedicare to use Your information to deliver advertisements according to the target audience preferences of Mymedicare and third party advertisers, please exclude such information from your profile

Disclosure of Your Information for Third-Party Advertising and Marketing:

If you do not want Mymedicare to share your Personal Information with unaffiliated or non-agent third parties for advertising and marketing purposes, please exclude such information from your profile.

Security

Mymedicare implements commercially reasonable administrative, technical and physical controls to secure your Personal Information, to minimize the risks of theft, damage or loss of Personal Information, or unauthorized access, use, alteration or disclosure of Personal Information. Please note, however, that although Mymedicare strives to best protect your Personal Information, the security measures are unable to provide absolute protection. Therefore, Mymedicare does not guarantee the absence of, and you cannot reasonably expect that the Services will be immune from, any wrongdoings, malfunctions, abuse, misuse, unlawful interceptions or unauthorized access.

The security of your Personal Information also depends on you. For example, Mymedicare requires unique user identification and password authentication prior to accessing the Services. As a user, it is also your duty to protect the confidentiality of your user identifier and password. Mymedicare requests that you not share your user identifier or password with anyone, for any reason. Thus, any transmission of your Personal Information by you is made at your own risk. Mymedicare is not responsible for circumvention of any privacy settings or security measures it provides.

Children's Privacy

Mymedicare would require children under the age of eighteen (18) years to provide the consent of their parents and/or guardians before receiving certain Personal Information. Similarly, Mymedicare would not approve the registration of any child under fourteen (14) years of age, where same is not accompanied by an express consent of such child's parent and/or guardian. If a parent or guardian becomes aware that his or her child has provided Mymedicare with personally identifiable information without their consent, he or she should contact Mymedicare at support@mymedicare.com. If Mymedicare becomes aware that it has collected or received personally identifiable information from a minor without verification of parental consent, Mymedicare will delete such information from its files and terminate the account.

Links to other Services

The Services may contain links to other websites or applications that are not owned or controlled by Mymedicare. Mymedicare is not responsible for the privacy practices of such other websites or applications and encourages you to read the corresponding privacy statements and policies.

Data Retention

Mymedicare will retain your information for as long as your account is active or as needed to provide you with the Services and as required to comply with any legal obligation, to resolve

disputes and to enforce Mymedicare's agreements. If you wish to cancel your account or request that Mymedicare no longer use your information to provide you the Services, please contact Mymedicare at support@mymedicare.com.

Changes to the Privacy Policy

Mymedicare may update this Privacy Policy to reflect changes to Mymedicare's privacy practices. Mymedicare will notify you of any material changes in this policy by sending you a message to the e-mail address specified in your account or by posting a notice on the Services, as applicable, prior to the change becoming effective. Mymedicare will not send out or post notifications for non-material changes and encourages you to periodically review the Services and this Privacy Policy for the latest information on Mymedicare's privacy practices.

The date that this Privacy Policy was last revised is identified at the end of the Privacy Policy, and as such, you are responsible for ensuring that we have current and deliverable contact information for you to ensure that we can keep you apprised of material changes to the Privacy Policy. Continuing to use the Services after such changes take effect indicates your acceptance of the amended policy. If you do not agree with any of the amended terms, you must avoid any further use of the Services.

MEDICAL DISCLAIMER

For the purpose of clarity, Mymedicare enables You to remotely interface with Health Care Provider(s); Mymedicare does not provide medical care. Additionally, Mymedicare does not represent that the remote interface constitutes a live face-to-face encounter under applicable laws and regulations nor that the remote interface will satisfy any applicable legal and/or regulatory standards requiring an established doctor-patient relationship. Where same is required, subject to the approval of your kind self and our relevant Health Care Partner, Mymedicare will facilitate the provision of face-to-face doctor-patient interaction.

Contacting Mymedicare

If you have any questions about this Privacy Policy, please contact Mymedicare at support@mymedicare.com.

This Privacy Policy was updated on May 20, 2023.