

Quipo Health Inc. - Privacy Policy

Last updated: July 22, 2023

Overview

Quipo Health Inc. (“Quipo,” “the Company” “we,” “us” or “our”) is committed to protecting and respecting the privacy rights of its users and visitors (“you,” “your,” “your’s” or “Patients”).

This Privacy Policy, as amended from time to time, describes our policies and procedures on the collection, storage, use and disclosure of your information when you access and use our online platform and booking service (the “Service”).

We use your personal data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

We value patient privacy and are committed to being accountable for how we treat your personal information. Everyone working in our clinics is required to adhere to the protections described in this policy.

We will update this Privacy Policy as necessary. Please check it regularly.

Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

While using our Service, you provide us with your personal information. All information entered into any form or questionnaire is collected by us. Personal information that we collect from you may include, but is not limited to:

- Email address
- First name and last name
- Phone numbers
- Home and work addresses
- Occupation
- Birth Date
- Billing information
- Health card information
- Information about your health (symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.)
- Family health history
- Usage Data

Usage Data

Usage Data is collected automatically when using the Service. Usage Data may include information such as your device's Internet Protocol address (IP address), browser type, browser version, the pages of the Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device.

Information Collected while Using the Application

While using the Service, in order to provide features of the Service, we may collect, with your prior permission pictures and other information from your device's camera and photo library.

We use this information to provide features of Our Service, to improve and customize Our Service. The information may be uploaded to the Company's servers and/or a Service Provider's server or it may be simply stored on Your device.

You can enable or disable access to this information at any time, through your device settings.

Tracking Technologies and Cookies

Our servers may also use, store and access cookies and similar tracking technologies to track the activity on the Service and store certain information to improve the services we provide. Tracking technologies that may be used include beacons, tags, and scripts to collect and track information and to improve and analyze the Service.

Use of Your Personal Data

We may use your Personal Data for the following purposes:

- to provide and maintain the Service, including to monitor the usage of our Service, conduct research and evaluate research and development of the Service;
- to manage your registration as a user of the Service. The Personal Data you provide can give you access to different functionalities of the Service that are available to you as a registered user;
- to identify you, manage our relationship with you and provide you with care and with the information you request;

- to contact you by email, telephone, text or mail to communicate with you regarding inquiries, service requests, appointment reminders, cancellations or to request or provide you with information;
- to maintain appropriate records for internal administrative purposes or as required by law;
- to review the diagnoses, treatment and services provided to you;
- to conduct appropriate consultation and follow-up;
- to book appointments at hospitals and other health services as appropriate as per the order of the consulting physician;
- to detect, prevent or investigate security breaches;
- to process insurance information or other payment information; and
- to protect our business against error, fraud, theft and damage.

Quipo reserves the right to aggregate and anonymize personal information collected and to use such aggregated information as it sees fit.

We may share your personal information in the following situations:

- We may share your personal information with service providers to monitor and analyze the use of the Service, for payment processing, to contact you.
- We may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of the Company assets, financing, or acquisition of all or a portion of our business to another company.
- We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any other subsidiaries, joint venture partners or other companies that we control or that are under common control with us.
- We may share your information with our business partners to offer you certain products or services.
- We may disclose your personal information for any other purpose with your consent.

We may collect, use or disclose personal information without your consent in the following limited circumstances:

- when the collection, use or disclosure of personal information is permitted or required by law or by regulatory proceedings;
- in an emergency that threatens an individual's life, health, or personal security;
- when we require legal advice from a lawyer;
- to protect ourselves from fraud;

- to a collection agency in order to collect our unpaid accounts; and
- to investigate an anticipated breach of an agreement or a contravention of law.

Retention of Your Personal Data

We retain patient records for a minimum period of 16 years, or as otherwise required by law and professional regulations. The Company will also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time.

Protection of Your Personal Data

We use reasonable and appropriate physical, administrative and technical measures designed to help you secure your personal information against accidental or unlawful loss, access or disclosure. Only staff and service providers who have a legitimate purpose for accessing the personal information collected by us are authorized to do so. Security and data protection training is also provided to all Quipo staff. Unauthorized use of personal information by anyone affiliated with Quipo is prohibited and constitutes grounds for disciplinary action.

Even though we take all necessary steps to protect your personal information, security breaches cannot be eliminated and we cannot guarantee no breach will ever occur.

Payments Processing

We may provide the option to pay for services within the Service. In that case, we may use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy:

Stripe

Their Privacy Policy can be viewed at <https://stripe.com/us/privacy>

These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

Links to other websites

The Service may contain links to other websites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Changes to our Privacy Policy.

This Privacy Policy is subject to occasional revision. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page. Continued use of the Services following such changes will indicate your acknowledgment of such changes and agreement to be bound by them.

Office Safeguards

Safeguards are in place to protect the security of your information. These safeguards include a combination of physical, technological and administrative security measures that are appropriate to the sensitivity of the information. These safeguards are aimed at protecting personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. We protect personal information regardless of the format. Specific procedures are in place for communicating by phone, email, fax, and post/courier.

Questions and contact information

We are committed to assisting you with any questions or concerns about how we collect, use, or disclose your personal information or how to obtain access to your personal information. If you have questions or concerns, please direct them to Nan Qiao, reply@quipohealth.com.