**iMed – Privacy Policy**

Effective Date: 20 March 2025

Last Updated: 20 March 2025

Your privacy is important to us. This Privacy Policy explains how iMed collects, uses, and protects personal data when users access our services. We are committed to maintaining transparency and compliance with data protection regulations. Users should read this policy carefully to understand their rights regarding their personal information. By using iMed, users consent to the collection and processing of their data as described herein.

1. Data we collect

To provide our healthcare services effectively, we collect various types of data, including personal information, medical history, and device usage details. Personal information includes name, contact details, and payment information. Health-related data is collected to facilitate medical consultations and service personalization. Device information helps us optimize App performance and security.

2. How we use your data

We use collected data to improve user experience and deliver high-quality healthcare services. This includes processing payments, sending notifications and appointment reminders, and analyzing service performance. Data may also be used for legal compliance, fraud prevention, and platform enhancements. User information is never sold to third parties, and all data processing aligns with privacy regulations.

3. Sharing your data

iMed shares user data only when necessary to deliver healthcare services efficiently and securely. This includes sharing information with:

Healthcare Providers – Licensed doctors and medical professionals who require access to user health information to provide consultations and treatment.

Payment Processors – Third-party financial service providers that process payments and transactions securely.

Legal and Regulatory Authorities – If required by law, iMed may disclose user information to comply with legal obligations, prevent fraud, or protect the rights and safety of users and third parties.

Technology and Support Providers – Third-party service providers that assist with hosting, data storage, analytics, and customer support to ensure the smooth operation of iMed.

All third-party partners handling user data are required to adhere to strict confidentiality and security standards.

4. Data Security

Protecting user data is our top priority. iMed implements industry-standard security measures, including encryption, access controls, and secure data storage, to safeguard personal and medical information. We use SSL/TLS protocols to ensure secure communication between users and our servers.

While we take all reasonable precautions, no system is entirely immune to security breaches. Users are encouraged to take additional measures, such as using strong passwords and avoiding public Wi-Fi when accessing the App. If a user suspects unauthorized access to their account, they should contact our support team immediately.

5. Your Rights

Depending on applicable laws, users may have the following rights regarding their personal data:

Access – Users can request a copy of the personal data iMed holds about them.

Correction – Users may request corrections to any inaccurate or incomplete data.

Deletion – Users have the right to request the deletion of their personal information, subject to legal and operational requirements.

Data Portability – In certain cases, users may request that their data be transferred to another service provider.

Objection to Processing – Users may object to the processing of their data for specific purposes, such as marketing.

Withdrawal of Consent – If users have provided consent for data processing, they can withdraw it at any time.

Users can exercise these rights by contacting privacy@imed.com.

6. Data Retention

We retain user data only as long as necessary to provide our services and comply with legal obligations. Medical records and health-related data are stored in accordance with applicable healthcare regulations.

After the required retention period, personal data will be securely deleted or anonymized to protect user privacy.

7. Cookies & Tracking

iMed uses cookies and similar tracking technologies to enhance user experience and improve service efficiency. These may include:

Essential Cookies – Necessary for core functionality, such as logging in and accessing secure areas.

Analytics Cookies – Used to track user interactions and optimize performance.

Marketing Cookies – Used to personalize content and advertisements (only with user consent).

Users can manage cookie preferences through their device settings.

8. Third-Party Services

The iMed App may contain links to third-party websites, applications, or services. These external services operate independently and are governed by their own privacy policies. iMed is not responsible for the privacy practices or content of third-party services. Users should review external policies before interacting with these services.

9. International Data Transfers

User data may be processed and stored in countries other than their own, depending on service operations. iMed ensures that international data transfers comply with relevant data protection laws by implementing standard contractual clauses and other appropriate safeguards.

10. Updates to this Policy

We may update this Privacy Policy periodically to reflect changes in legal requirements, technology, or our business operations. Users will be notified of significant changes via email or App notifications. Continued use of iMed after policy updates constitutes acceptance of the revised terms.

11. Contact us

For privacy-related inquiries, users may contact us at privacy@imed.com. Our team is available to address concerns, provide clarifications, and assist with data-related requests.

**Annex to Privacy Policy. Additional Enhancements for iMed**

To ensure iMed remains competitive and user-friendly, we may expand its features and align with best practices observed in leading healthcare applications, with which you provide your agreement as part of this Privacy Policy:

AI-Powered Symptom Checker – Implement an AI-driven tool that allows users to input symptoms and receive potential diagnosis suggestions, directing them to the appropriate healthcare professional.

Telemedicine Video Calls – Provide users with the ability to conduct virtual consultations through secure video conferencing, ensuring accessibility for remote users.

Health & Wellness Tracking – Introduce features that integrate with wearable devices to monitor vital signs, physical activity, and medication adherence.

Multi-Language Support – Expand language options to cater to a diverse user base, ensuring accessibility in regions where iMed operates.

Emergency Alert System – Develop a SOS feature that allows users to request urgent medical assistance or connect with emergency services instantly.

Patient Reviews & Ratings – Implement a transparent rating system where users can review healthcare providers based on their experiences.

Insurance Integration – Partner with health insurance providers to allow users to link their policies and access covered services directly through the App.

Blockchain for Medical Records – Explore blockchain technology for secure and verifiable storage of medical history, ensuring user data integrity and interoperability between healthcare providers.