

MEDIGUIDE TELEHEALTH PLATFORM AND APPLICATION PRIVACY POLICY

Please read this policy carefully before using the services of MediGuide's Telehealth Platform and Application.

In the following, **MediGuide International LLC** ("MediGuide", "us", "our" or "we") gives you an overview of what data we collect, for what purpose and how we ensure the protection of your data when using our Platform and Application and services. Even though online Platforms and Applications potentially introduce privacy risks, we take the protection of your privacy and personal data very seriously and will treat your Personal Data as confidential and in accordance with all applicable statutory data protection regulations and this data protection guideline.

Who are we?

This Privacy Policy applies to any personal data processed by MediGuide which has its office address at 4001 Kennett Pike, Suite218, Greenville, DE 19807, United States of America and is the data controller of all processing activities in connection with our services.

Questions, comments and requests regarding this Privacy Policy are welcome and should be addressed to mediguide@mediguide.com

What Personal Data do we collect?

The Platform and Application allows MediGuide to have access to your personal information below:

- i. Name;
- ii. Email address;
- iii. Address (including country and ZIP/ postal code);
- iv. Gender;
- v. Age;
- vi. Phone number;
- vii. You and your family' medical history;
- viii. Health information provided by you and/or prepared/obtained by Healthcare Professionals
- ix. General data about your health (optional) such as smoking, increased blood pressure, diabetes, pregnancy status, etc.
- x. Any other information required by MediGuide to provide you Services including billing information, if needed.

How will personal data be processed?

Your data will be used and processed for the following purposes:

We may use Personal Data in order to provide our Platform and Application or Services, other than in performing our contractual obligations to you, for our "legitimate interests" for the purposes of applicable

law, except where our interests are overridden by the interests or fundamental rights of the data subject.

Our legitimate interests may include:

- To maintain the Platform and Application and provide the Services, including for technical support, to facilitate the provision of the Services to you.
- To administer your Member account and Services, including verifying your identity and to authenticate and authorize access to the Platform and Application and Services.
- To communicate with you regarding the Services, including to send you communications and to provide you important notices regarding Service updates, this Policy, and our Terms and Conditions.
- To provide customer support and address and respond to your requests, inquiries, and complaints.
- To develop, provide, and improve the Platform and Application and Services, including to improve the features, performance, and support of the Platform and Application and Services (including cookies and similar technologies), and for statistical and analytical purposes.
- To protect the security of our Service, servers, network systems and databases or to protect our users, members and affiliates against liability or harm.
- To implement and enforce our Terms and Conditions, this Policy, or agreements with third parties concerning services rendered.

For performance of contractual obligations

We may use Personal Data to perform our contractual obligations, including:

- To provide you with the Services.
- To communicate with you regarding the Services, including sending you communications, if needed.
- To provide your Personal Data to our service providers.
- For internal record keeping purposes related to any payments, purchases, audits and transactions.

Consent

In some instances where we are not already authorized to process your Personal Data under applicable law or regulation, we may ask for your consent to process your Personal Data, including:

Special Categories of Personal Data

We may need to collect certain special categories of Personal Data from Members in order to provide the Services. We will only process such information with your explicit consent as required by law or regulation, which is obtained separately when you register for our Service and utilize our Services.

Legal obligations

We control and process your personal data as needed to comply with applicable laws and regulations and confidentiality norms.

Your rights

- i. You have certain rights with regard to the use of your personal data, which you can apply at any time and without any disadvantages.
- ii. You have the right to revoke your consent to the use of your personal data at any time with effect for the future if such data processing is based on your consent.
- iii. You have the right to access your personal data stored by us and the right to correct your data if it is incorrect.
- iv. You have the right to object to the processing of your personal data, e.g., if your personal data is used for direct marketing purposes.
- v. You have the right at any time to request information about your stored data and can demand the correction in the event of incorrect data storage.

Third party service providers used by us

When using the Platform and Application and services, data may be processed by third parties commissioned by us, e.g., third party healthcare professional, third party technology providers, etc. Please note that these third parties have their own privacy policies and we do not accept any responsibility or liability for their policies or processing of your personal data.

Implications of not providing your personal data and or withdrawing consent

If you do not provide personal information or withdraw consent we may not be able to provide you our products, services and assistance.

Data quality

We encourage you to access your personal data through your account from time to time to ensure that it is up- to- date. We take reasonable steps to keep the personal data we possess accurate and will take required action for incorrect or unnecessary personal data.

Platform and Application Use

Health care providers shall always use private locations when using the Application and Platform, absent exigent circumstances. Members should not receive telehealth services in public or semi-public settings.

How long will your data be retained?

We will retain the above data for as long as necessary to provide the services to you, to address specific issues that may arise, or as otherwise required by law, **regulation, or by a responsible regulatory authority. As soon as your account is terminated or deactivated, we will delete the personal data relating to your account within an applicable timeframe. Some personal information may need to be**

retained longer to ensure that MediGuide can comply with applicable laws and regulations and internal compliance procedures.

Data security and encryption

All the personal data is hosted on GDPR and HIPAA compliant servers. All commercially reasonable standards customarily in place in the industry, for usage, back-up storage and security for all electronic data and other information are maintained at all times.

We shall establish and maintain all the reasonable electronic and physical safeguards against unauthorized access, destruction, loss, accidental or unauthorized deletion, disclosure or alteration of any personal data or confidential information under applicable GDPR and HIPAA regulations.

Changes to this Privacy Policy

We may update this Policy from time to time. Your acceptance of any changes to this Policy is indicated by your continued use of our Platform and Application and the Services. We encourage you to periodically review our Platform and Application and the Services and this Policy for any changes.