



## **C-Care Mobile App Privacy Policy**

C-Care (Mauritius) Ltd ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you use the mobile app (the "App") provided by C-Care (Mauritius) Ltd. By accessing or using the App, you consent to the practices described in this Privacy Policy.

### **1. Information We Collect**

- 1.1. **Personal Information:** We may collect certain personal information, such as your name, your National Identity Card, your contact information, date of birth, your geo-location, gender, and medical history and your dependents, when you register or use our services through the App. This information is necessary for us to provide you with healthcare services.
- 1.2. **Health Information:** You may choose to provide health-related information, including medical conditions, prescriptions, treatment history, and other health-related data. This information is used solely for providing medical services and is treated with the highest level of confidentiality.
- 1.3. **Device Information:** We may collect information about your mobile device, including its unique device identifier, operating system, and mobile network information. This information helps us to improve and customize your experience with the App.
- 1.4. **Usage Information:** We may collect information about how you interact with the App, such as the pages you visit, the features you use, and the actions you take. This data is used to analyze app usage patterns and enhance user experience.

### **2. How We Use Your Information**

- 2.1. **Providing Healthcare Services:** We use the collected information to deliver personalized healthcare services, including appointments, medical advice, prescriptions, and test results.
- 2.2. **Communication:** We may use your contact information to send you appointment reminders, notifications, updates, and important information related to your medical care.
- 2.3. **Improvement of Services:** We analyze usage data to improve our services, enhance user experience, and optimize the App's features and functionality.
- 2.4. **Legal Compliance:** We may use your information to comply with legal obligations, respond to lawful requests, protect our rights, and ensure the safety and security of our users.

C-Care (Mauritius) Ltd will not sell, distribute, or derive any financial counterpart in return of your personal information from third parties unless we have your permission.



### 3. Data Sharing and Disclosure

- 3.1. **Service Providers:** We may share your information with third-party service providers who assist us in providing the App's features and services. These providers are obligated to maintain the confidentiality and security of your information.
- 3.2. **Legal Requirements:** We may disclose your information if required by law, court order, or governmental authority.
- 3.3. **User Consent:** We may share your information with third parties if you provide explicit consent to such sharing.

### 4. Data Security

We implement industry-standard security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee the absolute security of your data.

### 5. Data retention

We will retain your information for as long as your account is active or as needed to provide you services, comply with our legal obligations, resolve disputes, and enforce our agreements. You may request that we delete your data by contacting us as provided below. However, we may not be able to honor that request in all instances given the laws and regulations that apply to us. We may be required to maintain some data that is specific to you and that may identify you, such as your medical records or other information. We may also have a legal basis or obligation to maintain medical and other information about you to provide care and treatment or to comply with our professional, legal, and other obligations.

### 6. Your Choices

You can review, update, or delete your personal information by accessing your account settings within the App. You can also choose not to provide certain information, but this may limit your ability to use certain features of the App.

### 7. Children's Privacy

The App is not intended for individuals under the age of 18. However, as part of the App's use, you may have to provide information about your dependents (which could include children) to experience full capabilities.



## **8. Changes to this Privacy Policy**

We reserve the right to update this Privacy Policy at any time. Changes will be effective upon posting the revised policy on the App. We recommend you review this Privacy Policy periodically for any changes.

## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at +230 605-1000 or send an email on [support.mobileapp@c-care.mu](mailto:support.mobileapp@c-care.mu).

By using the App, you signify your acceptance of this Privacy Policy.