



1 Privacy policy

C-Care Pro App Privacy Policy

C-Care (Mauritius) Ltd (referred to as "we," "our," or "us") is committed to safeguarding the privacy and security of your personal data. This Privacy Policy delineates how we collect, utilize, disclose, and protect your information when you use the C-Care Pro App (the "App"). By accessing or using the App, you consent to the practices described herein.

1.0 Information We Collect

1.1. Professional Information: We may collect your name, phone number, medical license number, contact information, and practice details when you register or use the App. This information is essential for providing professional services.

1.2. Patient Information: You may input patient-related data such as first name, last name, phone number, medical conditions, prescriptions, and treatment history for professional use. This information is treated with the utmost confidentiality and is solely for healthcare services.

1.3. Device Information: Details about your mobile device, such as its unique identifier, operating system, and network information, are collected to enhance your experience with the App.

1.4. Usage Information: Data on how you interact with the App, including accessed features and performed actions, is collected to analyse usage patterns and improve user experience.

2.0 How We Use Your Information

2.1. Providing Professional Services: We use collected information to facilitate healthcare services, manage patient records, and streamline communications between healthcare professionals.

2.2. Communication: Your contact information may be used to send notifications, updates, and essential information related to your medical practice.

2.3. Improvement of Services: Usage data is analysed to refine our services, enhance user experience, and optimize the App's features.

2.4. Legal Compliance: We may use your information to adhere to legal obligations, respond to lawful requests, and ensure the 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.

3.0 Data Sharing and Disclosure

3.1. Service Providers: Information may be shared with third-party service providers assisting in the App's features and services. These providers are obligated to maintain confidentiality.

3.2. Legal Requirements: Disclosure of information may occur if required by law, court order, or governmental authority.

3.3. User Consent: Information may be shared with third parties with your explicit consent.

4.0 Data Security

We implement industry-standard security measures to protect your data from unauthorized access, alteration, disclosure, or destruction. Despite efforts, no method of data transmission over the internet or electronic storage is entirely secure.

5.0 Data Retention

Information is retained as long as your account is active or as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements. Requests for data deletion can be made, but legal obligations may require retention of certain data.

6.0 Your Choices

You can review, update, or delete your professional information via the App settings. Note that non-provision of certain information may limit App features.

7.0 Staff and contractor Privacy

The App is not intended for individuals who are not employed at C-Care or those who do not have a working contract with C-Care.

8.0 Changes to this Privacy Policy



We reserve the right to amend this Privacy Policy at any time. Changes will be effective upon posting the revised policy on the App. We recommend periodic review of this Privacy Policy.

9.0 Contact Us

For queries or concerns regarding this Privacy Policy or data practices, please contact us at:

Phone: +230 605-1000

Email: support.mobileapp@c-care.mu

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