


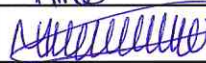

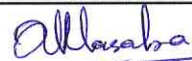
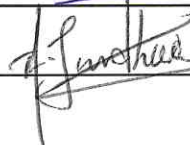


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CHKS Requirement			
PATIENT'S PRIVACY NOTICE			

DOCUMENT REVIEW

Name	Title	Date	Signature
Cabrine Makeba Matsiko	Client Experience Manager C-CARE IHK	25/6/2024	
Racheal Aine	Client Experience Manager C-CARE IMC	25/06/2024	
Dr. Miriam Mutero	General Manager C-CARE IHK	26/06/2024	
Andrew Mugalu	General Manager C-CARE IMC	26-06-24	

DOCUMENT APPROVAL

Name	Title	Date	Signature
Nicholas Napokoli Masaba	Chief Finance Officer	28/6/24	
Azhar Sundhoo	Deputy Chief Executive Officer	28/6/24	

PATIENT'S PRIVACY NOTICE

This privacy notice explains what information C-Care collects about you, how it is used, who it may be shared with and your rights in relation to that information.

What information do we collect about you?

The information we collect about you includes:

- Your identity and contact details (name, address and phone number).
- Medical history and information about your health status.
- Details of the services you receive from us.
- Contact details of your next of kin and emergency contact,
- Payment information such as your insurance number and payment card details.

We may collect your information directly from you, your caregiver, your next of kin, your parent or guardian, your insurance provider, other hospitals or clinics and in some cases, from local authorities.

How will we use the information about you?

We collect information about you to provide you with medical care, receive payment for the services provided to you, improve the services we offer you and comply with legal requirements (e.g. for purposes of public health).

Who do we share your information with?

We may share your information with healthcare providers involved in your care or treatment, your insurance provider or sponsor covering your healthcare bills, and regulators or public bodies where we are required to do so by law.

How long do we keep your information?

We keep your information only as long as it is needed. Medical records are stored for 25 years and 3 years upon the demise of a data subject, then securely deleted. Our Retention Policy setting out how long we store your information is available upon request made to our Data Protection Officer via email; dataprotection@img.co.ug.

What rights do you have in relation to the information we hold about you?

- **Access:** You can request for a copy of the information we hold about you.
- **Rectification:** If the information we hold about you is inaccurate, you can request that it is corrected.
- **Deletion:** In certain situations, you can request that we delete the information we hold about you.
- **Objection:** You can object to how we use your information.
- **Withdraw of Consent:** If you previously consented to us collecting and using your information, you can withdraw that consent.

If you have any concerns about how we handle your information, you can lodge a complaint with the Personal Data Protection Office. (www.pdpo.go.ug).

How can you contact us?

For any questions about this privacy notice and how to exercise your rights regarding your information, please contact our Data Protection Officer at dataprotection@img.co.ug.

For more information regarding how we use and safeguard your information please see our privacy notice, available on our website: www.img.co.ug.