

TiCare

Privacy Policy

Effective Date: 01/03/2025

1. Introduction

Welcome to **Ticare!** Your privacy is important to us, and we are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your data when you use the **Ticare App**.

By using **Ticare**, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

We collect different types of information to provide and improve our services, including:

A. Personal Information

- Name
- Email address
- Phone number
- Emergency contacts
- Payment details (if applicable)

B. Location Data

- Your real-time location to connect you with the nearest ambulance provider.

C. Device & Usage Data

- Device type, operating system, and app usage data for performance improvements.

3. How We Use Your Information

Your data is used for the following purposes:

- To connect you with the nearest available ambulance service.
- To verify and authenticate your account.
- To process payments securely.
- To enhance user experience and improve our services.
- To provide customer support and respond to inquiries.
- To send important service updates and emergency notifications.

4. How We Share Your Information

We **do not sell** your personal data. However, we may share information with:

- **Ambulance Providers:** To facilitate emergency response services.
- **Payment Processors:** For secure transactions.
- **Law Enforcement:** If required by legal obligations.

5. Data Security

We take appropriate security measures to protect your data from unauthorized access, loss, or misuse. However, no online platform is 100% secure, and we advise users to take personal precautions.

6. Your Privacy Rights

You have the right to:

- Access and update your personal information.
- Delete your account and data (subject to legal and operational requirements).
- Opt out of marketing communications.

7. Cookies and Tracking Technologies

Ticare may use cookies and tracking tools to enhance app functionality and improve user experience. You can adjust cookie settings on your device.

8. Third-Party Links

Our app may contain links to third-party websites or services. We are not responsible for their privacy practices and encourage users to review their policies.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify users of significant changes via email or in-app notifications.

10. Contact Us

If you have any questions about this Privacy Policy, you can contact us at:

✉ hello@ticareapp.com

📍 Elzazi Plaza, Gbalajam, Off Alcon Road, **Port Harcourt, Rivers State**

