

PRIVACY POLICY FOR REMEDIUS MOBILE HEALTH CO. LIMITED

Effective Date: 26/03/2024

1. Introduction

Remedius mobile ("we," "our," or "us") values the privacy and security of your personal information. This Privacy Policy explains how we gather, utilize, disclose, and protect your data in relation to our telemedicine services, including online medical consultations, online pharmacy, online blood test orders, online prescriptions, and partnerships with clinics for prescription management (collectively referred to as the "Services"). We urge you to carefully review this policy to understand our practices regarding your information. By accessing or using our Services, you agree to the terms outlined herein.

2. Information We Collect

We may collect the following types of information:

2.1. Personal Information:

When you use our online consultation services, we may collect personal information such as your name, email address, phone number(s), gender, age, date of birth, address, occupation, next of kin, marital status, contact information and medical history (illnesses, medication, most recent hospitalisations and known allergies).

2.2. Health Information:

To provide medical services, we may collect health-related information, including symptoms, medical conditions, and treatment plans.

2.3. Usage Data:

We may collect information about how you use our services, including call logs, session duration, and device information.

3. How We Use Your Information

We use your information for the following purposes:

3.1. Medical Services:

To provide you with online consultation services, including diagnosis, treatment, and medical advice.

3.2. New Products and Service Development

To develop new services and products that meet your needs.

3.3. Service and Product support

To provide support for our services and products.

3.4. Communication:

To communicate with you about your healthcare and appointments.

3.5. Improvement:

To improve the quality of our services and products, conduct research, and develop new features.

3.6. Order Processing

Processing orders and requests for products, services or information.

4. Ways of collecting your information?

4.1. Automatically collected information

Our servers automatically collect the following information regarding devices that access our site: device characteristics (including device ID for mobile devices), operating system, browser type, IP address, username from stored cookies if present, dates and times of each login, page viewing statistics, and incoming and outgoing links. We use this automatically-collected anonymous data to analyze how our site is used so as to keep them optimized, determine the popularity and usefulness of various features, to enable users with usernames to access their membership information. We also use such data to enable us to comply with copyright law, and to respond to lawful requests by public authorities, including national security, courts, and law enforcement.

None of this information is "personal data", and may not be used to identify a specific person.

4.2. Interactively collected information

In addition to the automatically collected anonymous data described above, we may place information on your device and then retrieve it later: we may use cookies, web beacons, or other anonymous tracking information to improve our server's interaction with your device. We also partner with third-party analytics solutions that may place and/or recognize cookies on your device that collect data about which pages are viewed while our site is being used. No personal data is on, connected to, or derivable from these cookies. If you block or disable cookies and other tracking technologies, you may not get the best out of the Remediis Mobile Health website.

4.3. Information you choose to give us

If you sign up with a username, we handle it in the same way as an automatically collected username except that if you don't allow cookies, you have to enter your username each time you log in.

5. Data Security

We take reasonable measures to protect your information from unauthorised access or disclosure. However, please be aware that no method of transmission over the internet is completely secure.

6. Sharing of Information

We may share your information in the following circumstances:

6.1. With Healthcare Providers:

We may share your medical information with licensed healthcare providers involved in your care.

6.2. Legal Requirements:

We may disclose your information when required by law or to comply with legal processes.

6.3. Consent:

We may share your information with your explicit consent.

7. Your Choices

You have the following rights regarding your information:

7.1. The Right of Access:

You can access your personal information and health records.

7.2. Correction:

You can request corrections to inaccurate or incomplete information.

7.3. Deletion:

You can request the deletion of your data, subject to legal restrictions.

8. Third-party links

Our Services may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these third parties and encourage you to review their policies.

9. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors, and if we become aware that we have inadvertently done so, we will take appropriate steps to delete such information.

10. Changes to this Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. We will notify you of any significant updates by posting a prominent notice on our website or through other appropriate channels like email.

11. Contact Us

If you have any questions, concerns, or requests related to your privacy or this policy, please contact us on

By email: support@remediushealth.africa

- By visiting this page on our website: <https://remediushealth.africa/contact/>
- By phone number: +256 782 553 488
- By mail: P.O Box 122627 Kampala GPO