

# Privacy Policy

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Last updated: September 29, 2024

## 1. Introduction

This Privacy Policy governs the collection, use, and protection of your personal information by SupDoc ("we," "us," or "our") when you use our mobile application (the "App"). This policy outlines how we handle your location data, phone number, medical information, and other personal data, as well as your rights regarding the information you provide.

## 2. Information We Collect

### 1. Phone Number:

We may collect your phone number when you voluntarily provide it for account registration, verification, and two-factor authentication purposes.

### 2. Medical Information:

You may choose to provide us with information about your medical history, symptoms, and health status. This information is used to enhance your experience and improve the quality of care you receive through the App.

### 3. Pictures:

We do not collect or store the pictures you upload. The pictures you choose to share within the App will only be displayed in the posts you create, and they will remain there solely for the purposes of the posts. We do not store or use these pictures outside of their context in the post.

### 4. Chat Logs:

We do not store chat records. Any interactions between users and specialists remain within the posts themselves.

## 3. How We Use Your Information

### 1. Phone Number:

We use your phone number for account verification, two-factor authentication, and to facilitate communication related to your healthcare needs.

### 2. Medical Information:

We use the medical information you provide to enhance the accuracy of your consultations and to offer personalized healthcare recommendations.

### 3. Pictures:

We use the pictures you upload or share for reporting health conditions, facilitating diagnosis, and verifying health-related information.

### 4. Chat Logs: We use chat logs to provide a seamless communication experience, maintain continuity of care, and improve our services based on other specialists feedback.

## 4. Data Sharing

We do not sell, trade, or share your personal information with third parties unless we have obtained your explicit consent, are required to do so by law, or when sharing is necessary to provide our services (e.g., with healthcare professionals you choose to consult).

## 5. Data Security

We employ reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. This includes encryption of sensitive data and secure server practices. However, no data transmission or storage is completely secure, and we cannot guarantee the absolute security of your information.

## 6. Your Rights

You have the following rights with respect to your personal information:

- Access: You can request access to your personal data and details about how we use it.
- Rectification: You can request corrections to inaccurate or incomplete data.
- Erasure: You can request the deletion of your data under certain circumstances.
- Objection: You can object to the processing of your data for specific purposes.
- Data Portability: You can request a copy of your data in a commonly used format.
- Withdrawal of Consent: You can withdraw your consent for data processing at any time, where applicable.

## 7. Changes to this Policy

We reserve the right to update this Privacy Policy to reflect changes in our data practices. We will provide notice of any significant changes on the App or through other means, and we encourage you to review this policy periodically for updates.

## 8. Contact Us

If you have any questions or concerns regarding this Privacy Policy or your data, please contact us at [supdoc.ips@gmail.com](mailto:supdoc.ips@gmail.com)

By using our App, you agree to the terms of this Privacy Policy. Please review this policy periodically for updates.