

Privacy Policy

Effective Date: October 23, 2024

At **Gleeworld Pharmacy** and **Medfinder App**, we value your privacy and are committed to safeguarding your personal and health information. This Privacy Policy outlines how we collect, use, and protect your data in compliance with the **Health Insurance Portability and Accountability Act (HIPAA)**.

By using our website (www.gleeworld.com.ng) and the Medfinder App, you agree to the practices described in this Privacy Policy. If you do not agree, please discontinue the use of our services.

1. Information We Collect

We collect certain types of information to provide our services effectively. This includes **Protected Health Information (PHI)** under HIPAA, as well as personal data that helps us serve you better.

a. Protected Health Information (PHI)

We collect PHI when it is necessary for providing healthcare-related services. This may include:

- Prescription information
- Medical history and conditions, when applicable
- Details of your healthcare provider (for service fulfillment)

b. Personal Information

We collect personal information such as:

- Name
- Contact details (email, phone number, address)
- Location data (used for Medfinder's pharmacy locator functionality)

c. Non-Personal Information

We may also collect non-personal information such as device information, usage data, and IP addresses to help improve our services.

2. How We Use Your Information

We use the information we collect to:

- Provide our healthcare services, including pharmacy connections via the Medfinder App.
- Process and manage your orders.
- Communicate with you regarding your health needs, prescriptions, and general inquiries.
- Improve the functionality of our services and user experience.
- Ensure compliance with legal obligations under HIPAA.

3. Data Sharing and Disclosure

We will not share your personal or health information with third parties except under the following circumstances:

- a. **Healthcare Providers:** We may share your PHI with your healthcare providers or pharmacies to ensure proper medical treatment and prescription fulfillment.
- b. **Service Providers:** We work with trusted third-party service providers (e.g., payment processors) to help us run our services. These providers only have access to the necessary information to perform their services.
- c. **Legal Requirements:** We may disclose your information if required by law, regulation, or in response to valid legal requests (e.g., subpoenas).
- d. **Business Transfers:** In the event of a merger or acquisition, your information may be transferred to the new owner to ensure continuity of services.

4. Data Security

We take your privacy seriously and implement robust security measures to protect your personal and health data. We use encryption, secure servers, and access controls to safeguard your information. While we strive to protect your data, please note that no security system is 100% foolproof.

5. Data Retention

We retain your personal and health information for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. When no longer needed, we securely delete or anonymize your data.

6. Your Rights Under HIPAA

Under HIPAA, you have the following rights with respect to your protected health information (PHI):

- **Right to Access:** You can request copies of your health information that we have on file.
- **Right to Amend:** You can request corrections to your PHI if you believe it is inaccurate or incomplete.
- **Right to an Accounting of Disclosures:** You can request a record of how your PHI has been disclosed.
- **Right to Request Restrictions:** You can ask us to limit how we use or disclose your PHI.
- **Right to Confidential Communications:** You can request that we communicate with you in a specific way or at a specific location (e.g., only by email).

To exercise any of these rights, please contact us at **[contact email]**. We will respond in accordance with HIPAA regulations.

7. Cookies and Tracking Technologies

Our website and app may use cookies and similar technologies to enhance your experience, personalize content, and analyze usage patterns. You can control cookie settings in your browser, though disabling cookies may affect certain functionalities of our services.

8. Children's Privacy

Our services are intended for use by individuals aged 13 and older. We do not knowingly collect personal information from children under the age of 13. If we become aware that we have inadvertently collected such information, we will take prompt steps to delete it.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes through our website or app. Please review this policy periodically.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact us at:

Gleeworld Pharmacy

Email: hello@gleeworld.com.ng

Phone: +2348033875224

Company Address: 7 Fola Osibo Street, Lekki Phase 1, Lagos, Nigeria
