

Privacy Policy for MediCareZone

Last updated: July 27, 2026

ZamZam IT ("we," "us," or "our") operates the MediCareZone mobile application (the "App"). This Privacy Policy explains what information the App collects, how it is used, and the choices you have. By using MediCareZone, you agree to the collection and use of information as described here.

MediCareZone is a personal and family health-record app. It lets you and the people in your care track medications, lab results, vitals, appointments, and medical documents. Because it handles health information, we have tried to be specific rather than generic about what data is collected and where it goes.

1. Information We Collect

1.1 Account information

When you create an account or sign in, we collect your name, email address, and phone number, and we store the password you set (never in plain text — it is transmitted securely and stored as a salted hash on our servers).

1.2 Health and family information

To provide the App's core features, we collect and store:

- Family member profiles you create — name, date of birth, gender, blood group, and relationship to you.
- Medical test results and biomarkers — lab values (e.g. blood sugar, cholesterol, hemoglobin), reference ranges, and the dates they were recorded.
- Vital sign readings — blood pressure, pulse, temperature, weight, blood sugar, oxygen saturation, and similar measurements you log.
- Medications and dosing schedules — medicine names, dosages, timing, and a history of doses taken, missed, or skipped.
- Medical documents — photos or files of prescriptions, lab reports, scans, and similar records you upload, along with any notes you attach.
- Appointments — doctor names, dates, and the purpose of each visit you record.
- Health alerts — notifications the App generates from your data, such as an abnormal test result or a missed dose.

This information is provided by you (or added by a family member you have given access to) and is stored on our servers to keep it available across your devices.

1.3 Device permissions

The App requests the following device permissions, only for the purposes stated:

- Camera — to photograph a document (e.g. a prescription) to attach to your records.
- Photo library — to choose an existing photo of a report or document, and to save a copy of a document you generate in the App if you choose to.
- Files — to attach a PDF or image file (e.g. from cloud storage) as a document.

We do not access your camera, photos, or files in the background, and we do not access them for any purpose other than the action you initiated (taking or choosing a file to attach).

1.4 Automatically collected information

When you use the App, our servers receive standard technical information needed to serve the request: your IP address, the time of the request, and basic device/app version information sent with each API call. We do not currently use third-party analytics or advertising SDKs, and the App does not show ads.

1.5 Subscription and usage information

We track your subscription tier (Free, Individual, or Family) so we can enforce plan limits — such as the number of family members or the amount of storage included — and show you your remaining allowance. Payment processing, when enabled, is handled by our payment provider directly — we do not store your full card or bank details on our servers.

2. How We Use Your Information

We use the information described above to:

- Create and maintain your account and authenticate you on sign-in.
- Store and display your family's health records, medications, vitals, and documents.
- Generate health alerts (e.g. a value out of range, a missed dose, an upcoming appointment).
- Enforce subscription plan limits and show you your usage.
- Respond to support requests and troubleshoot problems.
- Meet legal and security obligations, such as detecting abuse of the service.

We do not sell your personal or health information to third parties, and we do not use your health data for advertising.

3. How We Share Your Information

We share information only in the following circumstances:

- Family members you invite — if you grant another person access to a family profile, they can see the records associated with that profile.
- Service providers — companies that host our servers or process payments on our behalf, bound by confidentiality obligations, and only given the access they need to perform their function.

- Legal requirements — if required by law, regulation, legal process, or a governmental request, or to protect the rights, property, or safety of our users or the public.
- Business transfers — if MediCareZone is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction; we will notify you before your information becomes subject to a different privacy policy.

We do not share your health data with advertisers, data brokers, or employers.

4. Data Storage and Security

Your data is stored on servers we control and is transmitted between the App and our servers over encrypted (HTTPS) connections. Access to production data is restricted to personnel who need it to operate the service. No method of transmission or storage is 100% secure, and we cannot guarantee absolute security, but we take reasonable technical and organizational measures to protect your information against unauthorized access, alteration, or loss.

Some information — such as your session token and a cached copy of your dashboard — is also stored locally on your device so the App can work offline or start up faster. This local copy is removed when you sign out.

5. Data Retention

We retain your account and health information for as long as your account is active, so your records remain available to you. If you delete your account, we delete or anonymize your personal and health information within a reasonable period, except where we are required to retain it for legal, tax, or security purposes.

6. Your Choices and Rights

- Access and correction — you can view and edit most of your data directly in the App (family members, medications, vitals, test results, documents).
- Account deletion — you can request deletion of your account and associated data by contacting us at the email below. We will confirm once the deletion is complete.
- Marketing communications — we do not send marketing email at this time; if that changes, any such message will include an opt-out.

Depending on where you live, you may have additional rights under local law (such as the right to obtain a copy of your data, or to object to certain processing). Contact us using the details below to exercise these rights.

7. Children's Privacy

MediCareZone is intended for use by adults managing their own health and their family's health, including the records of minor children added to a family profile by a parent or guardian. The

App itself is not directed at children for independent use, and we do not knowingly collect account credentials directly from children under 13. If you believe a child has created an account directly, contact us and we will take appropriate action.

8. International Users

If you use the App from outside the country where our servers are located, your information will be transferred to and processed in that country. By using the App, you consent to this transfer.

9. Changes to This Policy

We may update this Privacy Policy from time to time, for example when we add a new feature that changes what data we collect. We will update the "Last updated" date above, and for material changes we will provide notice within the App before the change takes effect.

10. Contact Us

If you have questions about this Privacy Policy, want to exercise a data right, or want to request deletion of your account, contact us at:

Email: shiblee.net@gmail.com

This document is a general-purpose privacy policy drafted for the MediCareZone app based on its current features. It is not a substitute for legal advice. Before publishing, have it reviewed by counsel familiar with the health-data and privacy laws that apply in the countries where the App will be distributed (for example HIPAA-adjacent obligations in the US if applicable, GDPR in the EU/UK, or Bangladesh's Digital Security Act / Personal Data Protection framework), and update the retention, rights, and cross-border-transfer sections to match your actual hosting location and any data-processing agreements you sign with your infrastructure or payment providers.

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