PRIVACY POLICY

This Privacy Policy will explain how EMCare user information is collected, utilized, and kept confidential by PT. Sarana Meditama Metropolitan Tbk and/or its subsidiaries while respecting USER's Rights when using OUR EMCare Mobile Applications.

A. Scope

1. EMC HEALTHCARE and hospitals (along with Doctors) that are EMC Healthcare Group parts (“Hospital”) are managed by US.
2. This Privacy Policy governs the use and security of information provided by the USER while using EMCare's Service.
3. By using the EMCare, the USER is presumed to have read this privacy policy and consent to the procedure for collecting, storing, and using their personal information.
4. If WE request information from USERS when using EMCare, the information will only be used under this Privacy Policy.
5. WE reserve the right to modify, delete, and add to the new terms of this Privacy Policy at any time. USERS are expected to check this page for updates routinely. By using the EMCare service following the implementation of the change, the USER is presumed to have accepted and consented to the modifications to this Privacy Policy.

B. Registration for Appointments and/or Medical Checkup Services

1. The USER will register with EMC HEALTHCARE to receive Appointments and/or Medical Checkup Services.
2. To register for the Appointments and/or Medical Checkup Services in EMC HEALTHCARE, the USER has to provide the information outlined in Point C.

C. Personal Information

1. WE collect the information that the USER delivers when the USER creates, sends e-mails, or posts other information or content on EMC HEALTHCARE.
2. The following is information regarding Personal Data that the USER has to provide when registering for Appointments and/or Medical Checkup Services at EMC HEALTHCARE:
    A. Appointments
        a. For Other People or oneself, if you have previously registered for the Appointment:
            - Full Name as stated in Identity Card (ID)
            - Date of Birth
            - Email
            - Phone Number
        b. For oneself and have not previously registered for the Appointment:
            - Identity Card Number (ID)
            - Identity Card Photo
            - Full Name as stated in Identity Card (ID)
            - Gender
            - Date of Birth
            - Email
            - Phone Number

B. Pre-registration for Medical Checkup Services
For USER who registers for themselves and has not previously registered (This form is optional):

- Identity Card Number (ID)
- Identity Card Photo
- Full Name as stated in Identity Card (ID)
- Gender
- Nationality
- Place of Birth
- Date of Birth
- Email
- Phone Number
- Address (District/Regency, Sub-district, and Urban Village)

B. Registration for Medical Checkup Services
- Full Name as stated in Identity Card (ID)
- Gender
- Date of Birth
- Email
- Phone Number

C. Data Account for Medical Checkup Services
- Full Name
- Date of Birth
- Email

D. Post Medical Checkup Services

a. Medical History Form
- Medical Record
- Medical Background
- Vaccination Record
- Genetic Disease Record
- Smoking Habits Record
- Daily Workouts Record
- Alcohol Consumption Record
- For Women Only – Reproductive Health History

a. Occupational Hazards Form
- Potential Occupational Risks
- Physical Factors
- Chemical Factors
- Ergonomic Factors
- Biological Factors
- Psychosocial Factors

2. WE may also collect information when USERS use EMCare, including but not limited to: referring addresses and USER activities on EMCare. USER can activate or deactivate location when using EMCare.
3. WE reserve the right to directly confirm with the USER regarding the personal information submitted via EMCare.
4. By using EMCare, USER assures that all information provided is accurate.
5. If the information provided by the USER confirms to be inaccurate, WE are not responsible for any outcomes that may result from the provision and use of such inaccurate information.

D. Appointments and Medical Checkup Responsibilities

In EMCare Appointments and Medical Checkup, USER understands that WE are the service providers that provide comfort and ease to USER in Registration. Therefore, every Service the USER uses with the Doctor is an interaction between the USER and the Doctor and is obviously outside our scope. If there is a law problem regarding the contents and/or action statements between the USER and the Doctor on another day, fully the USER and/or Doctor's responsibilities, the USER releases US from any and all existing claims, allegations, and legal consequences.

E. User Information

WE will collect usage data, including the frequency of visits and visitor activity. The collected data is to improve USER convenience and OUR services.

F. Information Use

1. WE use the USER information to:
    a. Provide information to the USER based on the USER's request about OUR services for each EMCare feature.
    b. Provide information to the USER about locations and events or activities at the nearest hospital to the USER's current location when enabling coordinates and GPS location.
    c. Use and reveal USER health information following EMCare's operational requirements. WE may use and distribute the information to evaluate and enhance the quality and health Services WE provide, as well as the competence and qualifications of Doctors and/or EMC HEALTHCARE professional staff.
    d. Provide information/send promotional emails and/or SMS periodically to the USER when there is an offer and/or promotion for new products, special offers, or other information that WE consider relevant for the USER.
    e. Inform the USER regarding every change from EMCare, OUR Services, and Products.
    f. Use the USER information to contact the USER and remind the Doctor appointment scheduled through EMCare.
    g. Use and reveal USER information when required for medical evaluations, professional advice, and audits, including fraud and abuse detection and adjustment programs, business planning, and management.
    h. OUR internal records or documentation are saved on OUR servers, both inside and outside of Indonesia.
    i. WE will use the collected data for statistical data processing, the outcomes of which will be used for medical and commercial evaluations. The large majority of this statistical data processing will not reveal Personal Information, but it is possible that it will reveal Personal Information while tracking the processing's results. By using EMCare, the USER is assumed to have understood and agreed to the use of this information.
2. WE assure the information and data that the USER provides will stay private and will not be shared. To prevent unauthorized access, WE enforce physical, electronic, and administrative protections to secure USER information.
3. The USER's health information will only be used in association with EMC HEALTHCARE services and the Doctor's medical evaluation, and WE will only collect the information required to provide the service.
4. WE save USERS' personal information for as long as the information is relevant to the needs of OUR service to USERS. The USER's personal information is kept private and will not be revealed except if permitted by the applicable laws and regulations.

5. By using EMCare, the USER is considered to have given consent to certain third parties using USER data to provide USER with the required product and service information. Among these third parties are, but not limited to:
    a. USER Insurance who need a consultation or service permission or who require evidence of services provided and/or a medical report before paying EMC HEALTHCARE.
    b. Third-party providers who have delivered services to the USER or the USER's Doctor (such as x-ray or laboratory services) to obtain checkup results or to generate receipts.
    c. OUR business partners, such as those who handle OUR billing or administration. WE have a cooperation agreement with each business partner and all service providers who are obligated to keep the information sent to them privately and secure.

G. Information Retention Policy

We keep data for the life of your account because it is useful for the app functionality, as explained in part F. We'll keep this data until you choose to delete your account.

H. Access and Permission on User Device

The following permissions are needed for EMCare on iOS and Android devices:

1. Internet & Network State
   EMCare requires an internet connection to monitor the USER's internet condition and network to send notifications if there is a lost connection, which prevents EMCare from not functioning (optimally).
2. Camera
    a. EMCare requires the USER to upload photos in some parts. USER can use a Camera as one of the media to take pictures.
    b. Access to the Camera on the USER device allows for taking pictures for the USER profile picture, identity card, and QR code scanning.
3. Photos, Gallery, and Files
    a. EMCare requires the USER to upload pictures and/or documents in some parts. USER can see the gallery and/or browser file to search for required photos, pictures, or files.
    b. EMCare requires the USER to save data produced by EMCare and by third parties with whom EMCare has integrated.
    c. Access to photos, galleries, and files has functions to USER choose profile photos and/or supporting documents required in Teleconsultation and/or medical checkup registration at the Hospital.
    d. Photos, gallery, and files also give access to "READ_EXTERNAL_STORAGE" & "WRITE_EXTERNAL_STORAGE" on the USER device to EMCare process the photos, pictures, documents (read & write or create a file) that are brought temporarily from USER device using directory external storage (the processed file will automatically disappear).

4. Location
    a. USER can see the permission used by EMCare dan disable it anytime via the menu.
    b. EMCare requires information about the USER's location continuously for Touchless check-in, when the USER starts EMCare to view hospitals nearby, or for Teleconsultation to pinpoint the USER's current location.

If the USER has yet to authorize the access, it is possible that EMCare won't work or operate properly.

I. User Connection to Other EMCare

1. EMC HEALTHCARE includes links to additional applications listed by US for USER reference. If the USER clicks on these links, WE are not liable for protecting the USER's privacy or any information provided when accessing these applications. WE are also not responsible for the information contained in these applications, including any consequences of using them. The USER has to carefully understand and read the personal information managing policies that apply to the application. Therefore, if in the future legal issues arise as a result of using these applications, it is entirely the USER's responsibility, and the USER releases US from all claims, charges, and obligations arising under applicable laws.
2. The USER will be associated with an application controlled by OUR Payment Gateway for the purpose of a payment transaction. WE always take reasonable precautions to protect the information the USER provides to complete the payment transaction.

J. Applicable Laws

This Privacy Policy is governed by the laws of Indonesia, and the USER is required to comply with all applicable Indonesian regulations.

K. Protection

1. WE always make reasonable efforts to ensure that USER information is secure and cannot be accessed by irresponsible parties. However, the USER understands and agrees that internet transmission or access does not always create a private and secure EMCare. As a result, any messages or information USER sends or uses in EMCare may be detected or obtained by irresponsible third parties.
2. WE will save the USER's personal information on OUR database servers, domestically and internationally, to provide appropriate protection against the misuse or omission of the USER's Personal Information based on OUR evaluation.

L. Delete Account and Data Instruction

you want to delete your account, follow the steps below:

1. Open EMCare application
2. Open 'Profile' menu, then select edit profile icon at the top right
3. Click ‘Delete Account’.
4. If you are sure you want to delete your account, click 'Continue'.
5. Your account has been successfully deleted permanently.

Contact EMC Healthcare's Indonesia call center at (021)29779977 if you have problems deleting your account.

If you want to request data deletion, please contact emcare.developer@gmail.com or EMC Healthcare Call Center at 150-798.

M. Question, Complaint, and Contact

If the USER has questions regarding this privacy policy, OUR regulation, USER right, and the connection between USER and EMCare, please send an e-mail to emcare.developer@emc.id