PRIVACY POLICY – iSpin Health

Effective Date: 03 February 2026

ISPIN ("we", "our", or "us") operates the **iSpin Health** mobile application ("App").
This Privacy Policy explains how information is collected, used, and protected when you use the App.

1. Purpose of the App

iSpin Health is a **view-only health information application** designed for registered users of participating healthcare organizations.

The App allows users to securely **view health-related information** shared by their healthcare organization.
The App **does not**:

- Provide medical advice, diagnosis, or treatment
- Generate, analyze, interpret, or modify health data
- Connect to medical devices, sensors, or fitness trackers

All information displayed in the App is provided by the healthcare organization **for reference purposes only**.

2. Information We Collect

a) Personal Information

We collect the following personal information:

- Phone number

The phone number is used **only for user authentication and account access** through one-time password (OTP).
This information is required to use the App.

b) Health Information

Health information displayed in the App:

- Is provided by the participating healthcare organization
- Is associated with the user's account
- Is displayed in a **read-only format**

***** The App itself does not collect, store, generate, analyze, or modify health data.

c) App Information & Diagnostics

To maintain app stability, performance, and notifications, we collect limited technical information, including:

- Crash logs
- Device identifiers

This data is collected using third-party services such as:

- Google Play Services
- Google Analytics for Firebase
- Firebase Crashlytics

3. How We Use Information

Information collected is used strictly for:

- User authentication and secure access
- Displaying health information provided by the healthcare organization
- Core app functionality
- App performance monitoring and crash diagnostics
- Delivering essential notifications

We **do not** use user data for advertising or marketing purposes.

4. Data Sharing

We do not sell or rent user data.

Some technical data (such as crash logs and device identifiers) may be shared with trusted third-party service providers (for example, Google Firebase) **solely** to support:

- App functionality
- Analytics related to app performance
- Crash reporting and diagnostics

These providers are obligated to protect the data and use it only for the purposes described above.

5. Data Security

All data is transmitted over secure, encrypted connections (HTTPS/TLS).
We follow reasonable technical and organizational measures to protect user information. However, no method of transmission over the internet is completely secure.

6. Data Retention & Deletion

User data is retained only for as long as necessary to provide the App's services.

a) Account Deletion

Users can delete their account **directly from within the App** by using the **"Delete Account"** option available in the app menu.
When a user chooses to delete their account:

- The request is processed through the backend service
- The user account and associated data are deleted using the service provider's API

Users may also contact us using the details below for assistance related to data deletion.

7. Medical Disclaimer

The App does **not** provide medical advice, diagnosis, or treatment.
Users should always consult qualified healthcare professionals regarding any medical condition or decision.

Use of the App does **not** create a physician–patient relationship.

8. Children's Privacy

The App is intended for users **18 years of age and older**.
We do not knowingly collect personal information from children under the age of 13. I do not knowingly collect personally identifiable information from children under 13 years of age.. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact me so that I will be able to do the necessary actions.

9. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time.
Any changes will be posted on this page with an updated effective date.

10. Contact Us

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

📧 **RshahMDiSpin@gmail.com**