

HSA Second Opinion

Effective Date: May 21, 2024

HSA Second Opinion ("we," "us," "our") values your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our mobile application ("App"). By using our App, you agree to the terms of this Privacy Policy.

1. Information We Collect

1.1. Personal Information

When you create an account, submit a request for a second opinion, or communicate with a doctor, we may collect personal information, including but not limited to:

- Name
- Email address
- Contact number
- Medical history and reports
- Payment information

1.2. Usage Information

We collect information about your usage of the App, including:

- Log data such as IP address, device type, and operating system
- Date and time of access
- Features used within the App

2. How We Use Your Information

We use the collected information for the following purposes:

- To create and manage your account
- To process your requests and payments
- To connect you with healthcare professionals
- To communicate with you regarding your requests

- To improve our services and app functionality
- To comply with legal obligations

3. Information Sharing and Disclosure

We may share your information in the following circumstances:

- With healthcare professionals to facilitate your second opinion request
- With third-party service providers who assist us in operating the App and providing services (e.g., payment processors)
- When required by law or to protect our rights and interests

4. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no internet or mobile application can guarantee absolute security.

5. Your Rights

You have the right to:

- Access and update your personal information
- Request the deletion of your personal data
- Withdraw consent for data processing

To exercise these rights, please contact us at [email address].

6. Children's Privacy

Our App is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy in the App. Your continued use of the App after any changes constitutes your acceptance of the updated policy.

8. Contact Us

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

HSA Second Opinion

Email: bic@hsa.edu.pk

Address: Business Incubation Center, Health Services Academy. Prime Minister health complex, NIH Islamabad

By using the HSA Second Opinion App, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.