Privacy Policy — Patient Care

Effective date: September 15, 2025

Patient Care ("we", "our", "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application, website, and related services ("Service").

By using the Service, you agree to the practices described in this Privacy Policy.

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1. Information We Collect

We collect the following categories of information to provide and improve the Service:

(a) Information You Provide Directly

- **Prescription images/documents** you upload for OCR scanning.
- **Health reports** you choose to upload.
- **Medication details, reminders, and routines** you manually enter.
- **Account details**, such as email address or phone number (if you create an account).

(b) Information Collected Automatically

- Device details (model, operating system, app version, unique identifiers).
- Log data (IP address, timestamps, usage events).
- Notification tokens (for sending reminders and alerts).

(c) Sensitive Information

Since our Service may process health-related data (medications, prescriptions, reports), we treat this as **sensitive personal data** and apply stricter security and privacy protections.

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2. How We Use Your Information

We use your information only for legitimate purposes, including:

- To process prescription images and extract medication details using OCR/AI.
- To create, schedule, and deliver reminders.
- To allow you to store and update health routines and records.
- To improve app accuracy, functionality, and user experience.
- To provide support and respond to user requests.
- To comply with legal obligations, enforce Terms of Service, and protect safety.

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We do **not** use your health data for advertising or marketing.

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3. Data Storage, Retention, and Security

- **Encryption:** Data is encrypted both in transit (TLS/SSL) and at rest.
- **Minimal retention:** We store your data only as long as necessary to provide the Service or as required by law.
- **On-device preference:** Where possible, data is processed and stored on your device.
- **Deletion:** You may delete your account and associated data anytime via app settings or by contacting us.
- **Backups:** Encrypted backups may be stored temporarily to ensure service continuity.

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4. Sharing of Information

We do **not** sell or rent your personal data. Information may only be shared in the following cases:

1. **Service Providers**
   - For cloud storage, push notifications, crash analytics, or AI processing.
   - These providers are bound by confidentiality and security obligations.
2. **Legal Requirements**
   - If required by law, court order, or government authority.
3. **Business Transfers**
   - If Patient Care is involved in a merger, acquisition, or asset sale, your data may transfer under the same protections.

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5. Your Rights

Depending on your jurisdiction (India DPDP Act, GDPR, etc.), you may have the right to:

- **Access**: Request a copy of your personal data.
- **Correction**: Update inaccurate or incomplete data.
- **Deletion**: Request deletion of your data ("Right to be Forgotten").
- **Portability**: Export your data in machine-readable format.
- **Consent withdrawal**: Withdraw your consent at any time (may affect use of features).

To exercise these rights, you can use app settings or contact us directly.

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6. Consent

- By uploading prescriptions, reports, or entering medication data, you give us explicit consent to process your health-related information.
- You can withdraw your consent anytime by deleting your data or account.

7. Children's Privacy

- Patient Care is not directed at children under **13 years of age** (or the minimum age in your country).
- We do not knowingly collect data from children. If we learn that data of a minor has been collected, we will delete it immediately.

8. Data Transfers

- Your information may be processed on servers located outside your country.
- We ensure adequate protections (standard contractual clauses, encryption, compliance with local laws).

9. Third-Party Services

The app may integrate with third-party tools such as:

- **Firebase** (cloud storage, push notifications).
- **Crashlytics** (app performance monitoring).
- **Analytics tools** (usage insights, anonymized).

We recommend reviewing their individual privacy policies.

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10. Data Breach Notification

In case of a security breach affecting your personal data, we will:

- Notify you promptly (as required by law).
- Inform relevant authorities where applicable.
- Provide guidance to minimize potential risks.

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11. Changes to this Policy

We may update this Privacy Policy periodically. Updates will be posted in the app or on our website with the revised effective date. Significant changes will be clearly notified.

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12. Contact Us

For questions, requests, or complaints about this Privacy Policy or your data:

✉ **Email:** support@fealtytechnologies.com
🏢 **Address:** Jawahar Nagar Road, Near Retimandi Square, Indore (Madhya Pradesh), INDIA