

# Meta-Health One Privacy Policy

Effective Date: 21/05/2025

Last Updated: 21/08/2025

Meta-Health One (“we”, “our”, “us”) is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, share, and safeguard your information when you use our mobile application and related services.

## 1. Information We Collect

We may collect the following categories of information:

- Personal Information: Name, date of birth, gender, contact details, medical aid details.
- Health Information: Medical history, symptoms, diagnoses, prescriptions, lab results, vitals, and other Electronic Health Record (EHR) data you provide or that is generated through our services.
- Device & Usage Information: Device type, operating system, IP address, and app usage patterns.
- Location Data: With your consent, to provide location-based services such as nearest clinics or pharmacies.

## 2. How We Use Your Information

Your information is used to:

- Provide healthcare services including consultations, diagnostics, and medication management.
- Share your information securely with doctors, nurses, and pharmacies as part of your care journey.
- Improve our services through analytics and quality assurance.
- Communicate with you (e.g., appointment reminders, health alerts).
- Comply with legal and regulatory requirements.

## 3. How We Share Your Information

We may share your information with:

- Healthcare Providers: Doctors, nurses, and specialists you consult with.
- Pharmacies & Labs: For prescription fulfilment and test results.
- Medical Aids & Insurers: Where authorised by you or required by law.
- Technology Partners: Secure hosting, analytics, and support services (bound by strict confidentiality).

We do not sell your personal information to third parties.

## 4. Data Security

We implement strong security measures to protect your data, including:

- End-to-end encryption for health records and communications.
- Secure authentication and access controls.
- Regular audits and compliance with POPIA, GDPR, and applicable healthcare data standards.

## 5. Your Rights

You have the right to:

- Access your personal and health information.
- Correct or update your data.
- Request deletion of your account and data, subject to legal and medical record retention obligations.
- Withdraw consent for certain processing activities.

Requests can be sent to [kerry.schoeman@meta-health.co.za](mailto:kerry.schoeman@meta-health.co.za).

## 6. Children’s Privacy

Our services are intended for individuals 18 years and older, unless under parental/guardian consent.

## 7. International Data Transfers

If data is transferred outside South Africa, we ensure it is protected by adequate safeguards in compliance with applicable data protection laws.

## 8. Changes to This Policy

We may update this Privacy Policy from time to time.

## 9. Contact Us

If you have any questions about this Privacy Policy or your data rights, please contact us:

Meta-Health One

Email: [kerry.schoeman@meta-health.co.za](mailto:kerry.schoeman@meta-health.co.za)