

MedPharma Privacy Policy

1st August 2017

Introduction

Medpharma Alliance International Limited respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you use MedPharma mobile application (the "App") or visit the website [www.medpharma.com] (the "**Website**") and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On the App;
- On our Website.
- In email, text, and other electronic messages between you and the Company in relation to the use of the service provided by the App and Website.

The policy does not apply to information collected by:

- us offline or through any other means, including on any other website operated by the Company or any third party including our affiliates and subsidiaries; or
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from the App or on the Website.

Third parties may have their own privacy policies, which we encourage you to read before providing information on or through them.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, **DO NOT** download, register with, or use the App; **AND DO NOT** access or use the Website. By downloading, registering with, or using this App, OR accessing or using the Website, you indicate your express and tacit agreement to this privacy policy.

This policy may change from time to time. Your continued use of the App or Website after we make changes is deemed to be acceptance of those changes, so it is your duty to occasionally check the policy for updates.

Minors

The App and our Website are not intended for the use of persons under 18 years of age. A person under the age of 18 **SHALL NOT** provide any information to, or on the App or the Website. We would not knowingly collect personal information from children under 18. If you are under 18,

do not use or provide any information on the App, the Website or on or through any of their features, register on the App or the Website, make any purchases through the App or the Website, use any of the interactive or public comment features of the App or the Website or provide any information about yourself to us, including your name, address, telephone number, email address, medical records or any screen name or user name you may use. If you are under 18 and it becomes necessary for you to use the App or the Website, kindly allow your parent or legal guardian to do that on your behalf. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information immediately. If you believe we might have any information from or about a child under 18, please contact us immediately at 00233-24-4868537

Information We Collect

We collect several types of information from, and about users and consumers of our App, the Website, and our services generally including information:

- by which you may be easily personally identified, and may include name; residential/postal address; e-mail address; telephone number; electronic payment details; sounds, videos and images ("**personal information**");
- by which your physical, medical and mental condition may be determined, and may include symptoms, medical records, and prescriptions ("**special personal information**");;
- that is about you but individually does not necessarily identify you specifically, and may include age, gender, weight; and/or
- about your use of the service provided, internet connection, the equipment you use to access our App and the Website and their usage details and these may include correspondence records, search queries; details of financial or other transactions carried; download and logging data; geolocation, meta data; IP addresses, mobile device ID; operating system, browser type, mobile network information
- Other information that we may from time to time acquire

Using the App or Accessing the website signifies your tacit consent to the collection of these data

How We Collect Information

We collect this information:

- Directly from you when you provide it to us.

- Automatically as you use the App or Website. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- From third parties that we partner with to provide the service, including medical practitioners, insurers, payment platforms and courier services.

Information You Provide to Us. The information we collect on or through the App or our Website may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use the App or registering on our Website, subscribing to our service, posting material, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through the App or the Website and of the fulfilment of your orders. You may be required to provide financial information before placing an order through our App or the Website.
- Your search queries on the Website
- You may also provide information to be published or displayed (" **Posted**") on public areas of the App or the websites you access through the App (collectively, "**User Contributions**"). Your User Contributions are Posted and transmitted to others at your own risk. Although [you may set certain privacy settings for such information by logging into your account profile], please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of third parties with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

Information We Collect Through Automatic Data Collection Technologies. As you use the App or our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioural tracking).

The information we collect automatically is statistical and may include personal information, or we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our App and Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize the App and Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the App or our Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- **Flash Cookies.** Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies.
- **Web Beacons.** Pages of the Website may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

We do not collect personal information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us.

Third-Party Use of Cookies and Other Tracking Technologies.

Some content or applications, including advertisements, are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioural) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfil any other purpose for which you provide it.
- To provide you with notices about your account/subscription, including expiration and renewal notices.
- To carry out our obligations and enforce our rights arising from any contracts entered between you and us, including for billing and collection.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- To allow you to participate in interactive features on the App or our Website.
- In any other way, we may describe when you provide the information.
- For any other purpose with your consent.
- We may also use your information to contact you about our own and third-parties' goods and services that may be of interest to you.
- If you do not want us to use your information in this way, do alert our customer service at info@medpharma.co

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our services, including medical practitioners, insurers and couriers, and who are bound by law and equity to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all the Company's assets, whether as a going concern or as

part of bankruptcy, liquidation, or similar proceeding, in which personal information held by the Company about our App and Website users are among the assets transferred.

- To third parties to market their products or services to you if you have consented to or not opted out of, these disclosures. We require these third parties to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To fulfil the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information to comply with the requirements of law, including the provisions of the **Data Protection Act, 2012 (Act 843)**,

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our terms of service (www.medpharma.care) and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Accessing and Correcting Your Information

You can review and change your personal information by logging onto your our platforms (mobile & website) and effect changes through your log in account.

You may also send us an email at info@medpharma.co to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your User Contributions, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other Website users.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored in a central database on a linode secured server.

The safety and security of your information also depends on you. Where we have given you or where you have chosen a password for access to certain parts of the App or the Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas. The information you share in public areas may be accessed by third parties.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our platforms. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the App or the Website.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you [by email to the primary email address specified in your account and/or through a pop up notice on the App or a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

INFORMATION

P.O.BOX AN 15605

ACCRA – NORTH

info@medpharma.care