Vertice Connected Care Privacy Policy

Introduction

Vertice Connected Care ("Vertice", "we", "us", or "our") is committed to protecting the privacy and security of personal information that we collect from patients and users of our mobile application ("App"). This Privacy Policy describes our practices with respect to collecting, using, and disclosing personal information in connection with the App.

This Privacy Policy is governed by the South African Protection of Personal Information Act ("POPIA") in addition to other applicable laws.

Collection of Information

We collect personal information directly from users of the App, as well as from healthcare providers and partners who use our services. The types of personal information that we collect may include name, date of birth, contact information (such as email address and phone number), medical information, progress reports, and usage data (such as device information, IP address, and geolocation data).

Use and Disclosure of Information

We use personal information to provide and improve the App's features and functionality, to communicate with patients and healthcare providers, and to conduct research and data analytics.

We may also use personal information as required or permitted by law, such as to comply with legal requirements or respond to subpoenas or similar legal process, to protect our rights and property and those of our patients or to help prevent crime or injury.

We may in some cases share personal information with third parties, such as healthcare providers and partners, to provide care or services to our patients, or to improve our services.

Data Retention

We will retain personal information only for as long as necessary for the purposes for which it was collected or as required by law.

Data Security

We take reasonable and appropriate measures to ensure the security of personal information we hold in order to prevent loss, unauthorized access, disclosure, or modification. This includes physical, electronic, and procedural safeguards.

Access, Correction, and Deletion

POPIA provides patients with the right to access, review and request certain actions regarding their personal information held by Vertice Connected Care. Furthermore, patients can request that their personal information be deleted. We will take reasonable steps to comply with requests, subject to applicable legal requirements.

Changes to this Privacy Policy

We reserve the right to change this Privacy Policy at any time. Revisions to the Privacy Policy will be posted on this page.

Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, or if you wish to submit a request to exercise your privacy rights, please contact us at info@vertice.co.za