

PRIVACY POLICY

Last updated August 01, 2024

This privacy notice for Cosmo Doctor ("we," "us," or "our"), describes how and why we might collect, store, use, and/or share ("process") your information when you use our services ("Services"), such as when you:

- Download and use our mobile application (Cosmo Doctor | كوزمو دكتور), or any other application of ours that links to this privacy notice.
- Engage with us in other related ways, including any sales, marketing, or events.

Questions or concerns? Reading this privacy notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at info@cosmodoctor.io.

SUMMARY OF KEY POINTS

This summary provides key points from our privacy notice, but you can find out more details about any of these topics by clicking the link following each key point or by using our table of contents below to find the section you are looking for.

What personal information do we process? When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use. Learn more about personal information you disclose to us.

Do we process any sensitive personal information? We may process sensitive personal information when necessary with your consent or as otherwise permitted by applicable law. Learn more about sensitive information we process.

Do we collect any information from third parties? We do not collect any information from third parties.

How do we process your information? We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so. Learn more about how we process your information.

In what situations and with which parties do we share personal information? We may share information in specific situations and with specific third parties. Learn more about when and with whom we share your personal information.

How do we keep your information safe? We have organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Learn more about how we keep your information safe.

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information. Learn more about your privacy rights.

How do you exercise your rights? The easiest way to exercise your rights is by submitting a data subject access request, or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

Want to learn more about what we do with any information we collect? Review the privacy notice in full.

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1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

In Short: We collect personal information that you provide to us.

We collect personal information that you voluntarily provide to us when you register on the Services, express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

Personal Information Provided by You. The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

- Names
- Phone numbers
- Contact or authentication data
- Gender
- Nationality
- Identification document number

Sensitive Information. When necessary, with your consent or as otherwise permitted by applicable law, we process the following categories of sensitive information:

- Identification document number

Payment Data. We may collect data necessary to process your payment if you choose to make purchases, such as your payment instrument number and the security code associated with your payment instrument. All payment data is handled and stored by Moyasar. You may find their privacy notice link(s) here: <https://moyasar.com/legal/privacy-policy>.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

Google API

Our use of information received from Google APIs will adhere to Google API Services User Data Policy, including the Limited Use requirements.

2. HOW DO WE PROCESS YOUR INFORMATION?

In Short: We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- To facilitate account creation and authentication and otherwise manage user accounts. We may process your information so you can create and log in to your account, as well as keep your account in working order.

- To fulfill and manage your orders. We may process your information to fulfill and manage your orders, payments, returns, and exchanges made through the Services.
 - To comply with our legal obligations. We may process your information to comply with our legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.
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3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

In Short: We may share information in specific situations described in this section and/or with the following third parties.

We may need to share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
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4. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We keep your information for as long as necessary to fulfill the purposes outlined in this privacy notice unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than the period of time in which users have an account with us.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

5. HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our

safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

6. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: You may review, change, or terminate your account at any time, depending on your country, province, or state of residence.

Withdrawing your consent: If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in the section "HOW CAN YOU CONTACT US ABOUT THIS NOTICE?" below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Account Information

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Log in to your account settings and update your user account.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

If you have questions or comments about your privacy rights, you may email us at info@cosmodoctor.io.

7. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to

have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

8. DO WE MAKE UPDATES TO THIS NOTICE?

In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this privacy notice from time to time. The updated version will be indicated by an updated "Revised" date at the top of this privacy notice. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

9. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may email us at info@cosmodoctor.io or contact us by post at:

Cosmo Doctor
Riyadh Saudi Arabia
Riyadh, Riyadh Province 1211
Saudi Arabia

10. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To request to review, update, or delete your personal information, please fill out and submit a [data subject access request](#).

سياسة الخصوصية المقدمة:

تحتزم عيادات كوزمو دكتور خصوصيتك وملتزمة بحماية المعلومات التي تشاركها معنا من خلال تطبيق عيادات كوزمو دكتور على الهاتف الجوال. تحدد سياسة الخصوصية والاسترجاع هذه كيفية جمعنا واستخدامنا وكشفنا وحماية معلوماتك وإدارة استرجاعك عند استخدام تطبيقنا.

جمع المعلومات

المعلومات الشخصية: عند التسجيل أو استخدام التطبيق، قد نجمع معلومات شخصية مثل اسمك وعنوان بريدك الإلكتروني ورقم هاتفك الذي يُعتبر ضروريًا لتقديم خدماتنا والتواصل.
معلومات الجهاز: قد نقوم تلقائيًا بجمع معلومات حول الجهاز الذي تستخدمه للوصول إلى التطبيق الخاص بنا، بما في ذلك نموذج الجهاز ونظام التشغيل ومعرفات الجهاز الفريدة وعنوان IP ومعلومات الشبكة المحمولة.

استخدام المعلومات

تقديم الخدمة: نستخدم المعلومات المجمعة لتخصيص خدماتنا والمواعيد والإشعارات داخل التطبيق.
التواصل: يمكن استخدام معلومات الاتصال الخاصة بك لإرسال رسائل ذات صلة بالخدمة والتحديثات والنشرات الإخبارية والمواد الترويجية. يمكنك إلغاء الاشتراك في هذه الاتصالات في أي وقت.

مشاركة البيانات والكشف عنها

الأطراف الثالثة: قد نشارك معلوماتك مع مقدمي خدمات الطرف الثالث أو الشركاء للمساعدة في عمليات التطبيق وتحليل البيانات وتحسين الخدمة. تلزم هذه الكيانات بالحفاظ على سرية وأمان معلوماتك.
الامتثال القانوني: يمكن الكشف عن المعلومات عند الطلب من قبل القانون أو استجابة لطلبات قانونية صحيحة، مثل أوامر المحكمة، لحماية حقوقنا، أو كما هو ضروري للامتثال بالقوانين واللوائح السارية.

أمان البيانات

نستخدم تدابير أمان معيارية في الصناعة لحماية معلوماتك من الوصول غير المصرح به والتغيير والكشف أو الإتلاف.

خياراتك

الوصول والتصحيح: يمكنك الوصول إلى معلوماتك الشخصية وتحديثها من خلال التطبيق.
إلغاء الاشتراك: يمكنك إلغاء الاشتراك في استلام رسائل البريد الإلكتروني الترويجية أو الإشعارات من خلال اتباع التعليمات في التطبيق أو الاتصال بنا مباشرةً.

خصوصية الأطفال

تطبيق عيادات كوزمو دكتور غير مقصود للاستخدام من قبل الأفراد دون سن 18 عامًا. نحن لا نقوم بجمع المعلومات الشخصية عن الأطفال بشكل معرف. إذا كنت تعتقد أن طفلاً قد قدم لنا معلومات شخصية، فيرجى الاتصال بنا، وسنتخذ الخطوات اللازمة لحذف مثل هذه المعلومات.

سياسة الاسترجاع

عزيزنا العميل،

شكرًا لاختيار خدماتنا. يرجى مراجعة سياسة الاسترجاع الخاصة بنا المذكورة أدناه:
يمكنك استرجاع قيمة الخدمة المشتراة خلال 14 يومًا إذا تم شراؤها من خلال التطبيق الجوال وظلت غير مستخدمة. سيتم إصدار استرداد الأموال بنفس الطريقة المستخدمة للدفع، حيث يستغرق استرداد الأموال عبر بطاقة الائتمان من 7 إلى 14 يوم عمل.
الخدمات المستخدمة ودفعات برنامج التقسيط والاسترجاعات الجزئية غير مؤهلة.
لا يمكن استرجاع الحزم إذا تم استخدام أي جزء منها.

تحديثات لهذه السياسة

قد نقوم بتحديث سياسة الخصوصية والاسترجاع هذه من وقت لآخر. سنقوم بإخطارك بأي تغييرات كبيرة من خلال نشر السياسة المحدثة في التطبيق أو من خلال قنوات الاتصال الأخرى.

اتصل بنا

إذا كان لديك أي أسئلة أو استفسارات أو طلبات بشأن سياسة الخصوصية والاسترجاع هذه أو ممارسات البيانات لدينا، يرجى الاتصال بنا على 920006332.

عميلنا العزيز

يمكنك إرجاع قيمة الخدمة المشتراة خلال 14 يومًا في حال الشراء من تطبيق الجوال في حالة عدم استخدام الخدمة مع تقديم فاتورة الشراء الأصلية الإلكترونية ومراعاة الشروط والأحكام التالية:

الفترة الزمنية وطرق استرداد المدفوعات

يتم إرجاع المبالغ بنفس الطريقة التي تم الدفع بها. تستغرق عملية إرجاع المبالغ عن طريق بطاقات الائتمان من 7 إلى 14 يوم عمل حسب بنك العميل.

الخدمات المستثناة

نأسف لعدم إرجاع أو استبدال قيمة الخدمات المستخدمة نهائيًا.

شروط عامة

- لا يمكن إرجاع قيمة الخدمة المدفوعة عن طريق برامج التقسيط.
- لا يمكن استبدال الخدمة المدفوعة.
- لا يمكن استرجاع جزء من قيمة الخدمة.
- لا يمكن استرجاع الباقيات في حالة استخدام جزء منها.