

MyCyber Clinics User (Patient) Agreement

Welcome to **MyCyber Clinics**, Nigeria's trusted digital health platform connecting patients to verified medical professionals for secure and convenient healthcare services.

By signing up or using the MyCyber Clinics app, you agree to the terms below.

1. Eligibility to Use the Platform

To use MyCyber Clinics:

- You must be **at least 18 years old** or have parental/guardian consent.
- You agree to provide **accurate personal information** during registration.
- You must not create multiple accounts or impersonate another person.

2. Scope of Services

MyCyber Clinics provides:

- Online access to **verified doctors** for consultations and medical advice.
- Digital **health records management** and **prescription services**.
- Support for **telemedicine**, including messaging, voice, or video consultations.

Note: MyCyber Clinics does not replace emergency medical services. For emergencies, please contact the nearest hospital or emergency line immediately.

3. Account Registration & Use

- You agree to maintain the **confidentiality of your login details**.
- You are responsible for all activities under your account.
- MyCyber Clinics reserves the right to **suspend or deactivate accounts** found violating usage policies or engaging in fraudulent behavior.

4. Fees & Payments

- Some consultations and services may attract a fee.
- Payment details will be clearly displayed before you confirm any session.
- MyCyber Clinics uses **secure payment gateways** to protect your transactions.
- All payments are **non-refundable** once a consultation has commenced.

5. Data Privacy & Confidentiality

Your privacy is our top priority.

By using MyCyber Clinics, you agree that:

- All information shared with doctors is treated as **confidential** and protected under the **Nigeria Data Protection Regulation (NDPR)**.
- MyCyber Clinics may use anonymized data for research or system improvement purposes, never for commercial sale.
- You consent to the secure storage of your medical records for continuity of care.

6. User Responsibilities

As a user, you agree to:

- Provide **accurate and truthful health information** during consultations.
- **Respect medical professionals** and comply with their professional guidance.
- Avoid using the platform for harassment, abuse, or unlawful purposes.
- Not record or share consultations without the doctor's consent.

7. Limitations of Service

- MyCyber Clinics acts as a **facilitator**, not an employer, of listed doctors.
- Each doctor is independently licensed and responsible for the care they provide.
- The platform is **not liable for medical negligence** but will take disciplinary action against any verified report of misconduct.

8. Consent for Communication

By registering, you consent to:

- Receive **email or in-app notifications** for appointments, updates, and health tips.
- Be contacted for service feedback or health improvement programs (you can opt out anytime).

9. Termination of Use

- You may delete your account at any time.
- MyCyber Clinics reserves the right to suspend or terminate accounts that violate this agreement.
- On termination, your medical data will be securely archived or deleted in line with NDPR.

10. Acceptance of Terms

By clicking "I Agree / **YES**" or continuing to use the app, you confirm that:

- You have read and understood this User Agreement.
- You consent to the terms, data usage, and communication policy.
- You accept full responsibility for your use of MyCyber Clinics services.

Signed (User's Consent):

- ☒ I have read and agree to the terms of the MyCyber Clinics User Agreement.