

## **1. Introduction**

This Privacy Policy sets out how we collect, use, and protect your personal information when you use our digicare platform (the "HealMeAway.com"). We are committed to protecting your privacy and complying with the EU General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). Please read this Privacy Policy carefully to understand our policies and practices regarding your personal information and how we will treat it.

## **2. What information we collect**

We collect the following types of personal information when you use the Platform:

- 2.1 Contact information, such as your name, email address, and phone number
- 2.2 Payment information, such as your credit card number or other payment method
- 2.3 Technical information, such as your IP address, browser type, and operating system
- 2.4 Usage information, such as your activity on the Platform and the content you access
- 2.5 Location information, such as your device's GPS signal or other geolocation data

## **3. How we use your information**

We use your personal information for the following purposes:

- 3.1 To provide you with the services you request
- 3.2 To process your payments
- 3.3 To improve the Platform and the services we offer
- 3.4 To communicate with you about the Platform and our services
- 3.5 To personalize your experience on the Platform
- 3.6 To comply with legal and regulatory requirements

## **4. Legal basis for processing**

Under the GDPR and CCPA, we must have a legal basis for processing your personal data. We process your personal data on the following legal bases:

1. User consent: We obtain your explicit consent before collecting or processing your personal data
2. Contractual necessity: We process your personal data to provide you with the services you request
3. Legitimate interests: We process your personal data for our legitimate interests, such as improving the Platform and communicating with you about our services

## **5. Data retention**

We retain your personal data for as long as necessary to provide you with the services you request and as required by law. We will delete your personal data when it is no longer necessary for these purposes.

## **6. Data transfer**

We may transfer your personal data to third-party service providers that help us operate the Platform and provide our services. We ensure that these third-party service providers are GDPR and CCPA compliant and have appropriate data protection measures in place.

## **7. User rights**

Under the GDPR and CCPA, you have the following rights regarding your personal data:

- 7.1 Right to access: You have the right to access the personal data we hold about you
- 7.2 Right to rectification: You have the right to correct any inaccuracies in your personal data



- 7.3 Right to erasure: You have the right to request the deletion of your personal data
- 7.4 Right to restrict processing: You have the right to request that we restrict the processing of your personal data
- 7.5 Right to data portability: You have the right to receive your personal data in a structured, commonly used, and machine-readable format
- 7.6 Right to object: You have the right to object to the processing of your personal data for certain purposes

## **8. Data protection measures**

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, or loss. This includes measures such as encryption, access controls, and regular data backups.

## **9. Contact us**

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at [support@healmeaway.com](mailto:support@healmeaway.com).

By using the Platform, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.