

## Privacy Policy of the APP MeetingDoctors Asterra

MeetingDoctors S.L. (hereinafter, MeetingDoctors) is a company that develops a software application (hereinafter, the App) designed for smartphones, offering a medical chat and video call service available 24/7 to address health inquiries and provide peace of mind to its users.

In compliance with the General Data Protection Regulation (GDPR), 2016/679, dated April 27, 2016 (hereinafter, GDPR), and other applicable legislation, MeetingDoctors informs users and any third party who provides personal data about its Personal Data Protection Policy as follows.

### Basic Information on Data Protection

<b>Data Controller</b>	MeetingDoctors S.L. with CIF B66940982 acts as the Data Controller for the data provided in the medical chat.
<b>Data Protection Officer (DPO)</b>	You can contact our DPO via email at <a href="mailto:dpo@meetingdoctors.com">dpo@meetingdoctors.com</a> or by letter at C/ Via Augusta, 200, 7th Floor, South 1, Barcelona (08021), Spain.
<b>Purpose of Data Processing</b>	Managing our relationship with you to provide online medical advice.
<b>Legal Basis for Processing</b>	For personal identification and health data that you provide as the data subject, your consent upon registering in the App. For data related to your use of the App, the legitimate interest of MeetingDoctors to ensure the security and proper functioning of the service.
<b>Recipients of the Processing (to whom your data may be transferred)</b>	For subscription control, we only provide CLIENT COMPANY with your ID, phone number, or email address. We do not share data with the company that offers you the medical chat option.  The necessary data processors who help us provide the service with the highest quality and security may have access to your data. All of them have confirmed compliance with European personal data protection regulations.
<b>Your Rights</b>	You can access your data, rectify it, modify it, cancel it, delete it, oppose its processing, revoke it, limit it, and exercise portability over it by contacting our DPO as explained at the beginning.

We provide you with detailed information about the processing of your data, summarizing what

we have previously mentioned in case you want to know more.

## Data Controller and DPO

### • Who is responsible for processing your data?

MeetingDoctors S.L. (hereinafter, MeetingDoctors) is responsible for processing your data. It is registered with CIF B66940982 and is listed in the Barcelona Mercantile Registry in volume 45780, folio 39, sheet number B498734.

Our headquarters are located at C/ Via Augusta, 200, 7th Floor, South 1, Barcelona, 08021, Spain.

Additionally, if you have any questions about the processing of your data or the exercise of your rights, you can contact our Data Protection Officer (DPO) via email at [dpo@meetingdoctors.com](mailto:dpo@meetingdoctors.com).

If at any time you believe your data has been processed improperly, in addition to contacting our DPO, you can file a complaint with the Spanish Data Protection Agency: <https://www.aepd.es>.

## Purpose of Data Processing

### • What personal data do we collect? From where? What do we use it for?

First of all... what is personal data? According to regulations, it is any information about a natural person that allows them to be identified or identifiable. It can be a single piece of data or several combined, such as a name and surname, ID or passport number, Social Security number... But also an image, fingerprint, voice...

The data collected from users by MeetingDoctors is strictly necessary to carry out our activity: offering you our online medical advisory services.

Our users provide their data voluntarily by registering in our app.

We typically use our users' data for:

- Identifying them.
  - Providing them with information for the management or personalized provision of our services.
  - Managing, administering, improving, and expanding our services.
  - Tracking the service requested from us.
  - Updating our records.
- MeetingDoctors commits to not collecting unnecessary information about its clients or users, to diligently handling the personal information they may provide, and to fulfilling the obligation of maintaining due confidentiality at all stages of data processing.
  - Only the medical and specialist staff of MeetingDoctors and the holders of personal data (users) will have access to the data, for the purpose of providing the medical guidance service offered through the App. MeetingDoctors will not transfer data to third parties; this includes the company that you are a client of and that offers this service as an added benefit.
  - In particular, we inform users that by accepting these Conditions, they expressly consent that the different doctors and specialists providing the service offered by

MeetingDoctors through its App can access the information shared with any of these doctors, solely for the purpose of providing the medical care service.

## Data Retention

- **How long do we retain our users' data?**

MeetingDoctors will retain users' data as long as it is providing its services (and the user has not requested their cancellation) and for the periods required by current legislation to fulfill its obligations.

If the user revokes consent for the processing of their data or requests its cancellation (as long as they have the right to do so according to regulations), MeetingDoctors will block the data and only retain it for the necessary periods in accordance with current regulations, solely to prove liability in case of claims.

## Legal Basis

- **What is the legal basis for processing our users' data?**

The processing of the data is necessary to provide the user with the requested service. If the requested data is not provided, or if the provided data is not accurate or truthful, the service cannot be provided.

The legal basis for its processing is the users' own consent following their registration in our App.

For data related to your use of the App, the legal basis is the legitimate interest of MeetingDoctors to ensure the security and proper functioning of the service. This data may be anonymized and aggregated into usage and performance statistics for the App.

## Data Communication

- **To whom will your data be communicated?**

This App offers clients the possibility to contact doctors and specialists through chat and video call, allowing the exchange of text messages, voice messages, images, videos, and any other type of file to obtain medical guidance based on the information provided by the user. Additionally, when appropriate according to medical ethics, the service may include the provision of electronic prescriptions.

In particular, the user is informed that by expressly consenting to these Conditions, the different doctors and specialists providing the service offered by MeetingDoctors through its App can access the information shared by the user with any of these doctors, solely for the purpose of providing the service. MeetingDoctors works with personal data processors within the EU, which means they adhere to European data protection regulations.

MeetingDoctors uses all available means to ensure that the data processors with whom it collaborates comply technically and organizationally with data protection regulations. The data processors to whom we communicate your data are our technology providers. They offer us support services and tools for the correct and better development of our

services.

Finally, MeetingDoctors may disclose personal data and any other information it has to the competent Public Authorities as required by applicable legal and regulatory provisions.

Additionally, MeetingDoctors will provide Geseme with the email address provided by the user during the registration process for subscription control in accordance with the Terms and Conditions of MeetingDoctors Asterra accepted by the user.

## Rights

- **What rights do our users have when they provide us with their data?** Any person has the right to obtain confirmation about whether MeetingDoctors is processing their personal data or not.

Right	What it Entitles You To	How to Exercise it
Access	You can ask us what data we have about you in our files and what processing we are doing.  Any person has the right to obtain confirmation about whether MeetingDoctors is processing their personal data or not.	By letter:  To the attention of the DPO of MeetingDoctors:  C/ Via Augusta, 200, 7th Floor, South 1, Barcelona (08021), Spain  By email: To <a href="mailto:dpo@meetingdoctors.com">dpo@meetingdoctors.com</a>
Rectification	You can ask us to modify your data in our files to keep it up to date.	
Deletion	You can request to unsubscribe from our services. To do so, you must specify the services you want to unsubscribe from.	

Objection	For reasons related to your particular situation, you can object to the processing of your data. In that case, MeetingDoctors will stop processing them unless there are legitimate compelling reasons, or when the exercise or defense of possible claims prevents it.	
Portability	<p>You can receive your personal data that you have provided to us for our service in electronic format, or we can send them to the companies you specify.</p> <p>It must be written from the same email address with which the user account was created and include the identifying data indicated in the previous section.</p>	

### **Inquiries, Considerations, and Complaints**

If you have any questions about how we process your data, want to raise any considerations about it, or believe that we have not acted in accordance with data protection regulations, please write to our DPO at ([dpo@meetingdoctors.com](mailto:dpo@meetingdoctors.com)). Additionally, you may file a complaint with the **Spanish Data Protection Agency**.

To exercise any of these rights, you must accompany your request with the following information: name and surname, address for notification purposes, proof of identity (DNI, passport, or other), and specific request. If you contact us via email, it must be from the address you registered with in our system, and you must also provide the documents we have mentioned.

The exercise of these rights is completely free of charge.

Once the request is received, MeetingDoctors will analyze whether all the necessary information has been provided for its processing, as well as the legitimacy and relevance of the request. If it is not pertinent, or if, due to specific circumstances, the requested right cannot be granted, this will be communicated to the interested party so they can file the appropriate claims.

The exercise of these rights will always be carried out within the legally established deadlines, unless technical problems beyond our control prevent it. In any case, the user will be notified accordingly.