



PRIVACY POLICY

The Doctor A to Z Privacy Policy was updated on July 30th ,2019

Doctor A to Z CO., LTD "DAZ" ("we, "us", "our" or "Company") operates the www.doctoratoz.co/ website ("Site") as well as provides telemedicine services. This policy applies to our website as well as to the services and applications we provide, collectively known as the "Services."

DAZ is committed to ensuring that your personal information shared over our Site and/or Services is protected and kept confidential. By accepting our Company's Terms of Use or providing information to us via our Site, you consent to the use and disclosure of Personally Identifiable Information (PII) and Protected Health Information (PHI) as outlined in this Privacy Policy. Please note that the use and disclosure of such information is also subject to the practices of the healthcare providers with whom you may interact through the Services, as described in the Notice of Privacy Practices, which is provided to you by such providers.

INFORMATION COLLECTION

PHI is information that includes, but is not limited to, identifying data such as name, social security number, address, contact information, as well as information about personal health issues and insurance submitted through our Services. DAZ collects PHI and other PII that you voluntarily submit. Privacy is of the utmost importance so we are committed to protecting and keeping confidential all PII and PHI that identifies an individual whether or not it relates to an individual's past, present, or future physical or mental health condition.

HOW WE USE YOUR PERSONAL INFORMATION

Our main focus is providing a platform to allow individuals to receive telehealth Services from various healthcare providers. DAZ collects information solely for the purposes of providing the Services, marketing and promoting our Services to you, and for market research data. We use this information ourselves and share it as needed with our partners solely for their performance of contracted services for us. We may also collect PII for marketing, user experience monitoring and improvement, and related business purposes. We never sell PII that we collect.

DAZ maintains web logs to record data about all visitors who use the Site and interact with the Services and we will store this information. These logs may contain IP address information, type(s) of operating system(s) you use, the date and time you visited the site, and information about the type of device you use to connect to the Services and the Site pages you visited.

All web logs are stored securely and are accessible to a very limited number of employees and contractors as required. Those with access to this data adhere to strict guidelines regarding user data security and privacy.

Collecting IP addresses is standard practice and done automatically by many websites, applications, and other services. InTouch uses IP addresses to calculate usage levels of the Site, help diagnose problems with

our servers, administer our Site, and monitor regions from which you navigate to our Site.

You may be asked to submit personal information if you sign up for a demo, register for an event, access our free content, or make similar requests. Examples of free content include webinars, case studies, videos, and white papers. We may collect your name, job title, email address, phone number, and certain information about your company. We use this information to contact you about your request (such as a demo request or submitting a form asking for more information on our products and services) or provide you with requested content.

If you submit any personal information that is not your own, you represent that you have the authority to do so and to permit us to use that information in accordance with this Privacy Policy. If you contact us with a question, comment, or complaint, we may collect your name and contact information (such as your email address or mailing address) in order for us to respond to your request. We may also keep a record of the correspondence in order to assist you in the future.

If you sign up to receive marketing communications from DAZ, we will collect your name and email address in order to email you regarding products and services that you have indicated are of interest to you. You may also be added to our marketing list when you create a DAZ account or are issued one by your employer.

If you apply for a job at DAZ, you may provide us with certain personal information about yourself (such as that contained in a resume, cover letter, or similar employment-related materials). We use this information for the purpose of processing and responding to your application for current and future career opportunities.

PROTECTION OF PERSONAL INFORMATION

For your protection, we may need to verify your identity before fulfilling your request to access, correct, amend, remove, obtain a copy, or limit the use of your PII. We will use the email address from your request to identify PII that DAZ has collected and stored. We will respond to your request at our earliest convenience and in compliance with in accordance with applicable law.

We may need to retain certain information for recordkeeping compliance, to complete transactions that you began prior to requesting such access, change or deletion, or in the event that you have an active account using our software and/or the Services. In general, we will retain your PII for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

You have the ability to opt in to receiving messages from DAZ, to opt out of receiving direct marketing or market research information, or to adjust your specific email preferences.

To opt in to emails, adjust your email and data preferences, or opt out of further communications, go to:
[_____]

By actively opting into emails from DAZ, you agree that your information may undergo processing including updating your record to reflect your affirmative request to receive emails and tracking within those emails such as when you open them and when you click on links. We use that data to determine which content resonates with you to personalize your experience with DAZ and for other marketing purposes, such as determining your interest in our Services. If you do not want to have your data processed in this manner, you can opt out of emails from DAZ or you can abstain from opting into communications. We include a link to

change your email preference or opt out on all marketing communications.

Please note that you may continue to receive certain transactional and account- related messages from us after opting out, such as system outage alerts.

HOW WE MAY USE AND DISCLOSE YOUR MEDICAL INFORMATION

This Notice of Privacy Practices provides the way in which DAZ will use and disclose patient information. Certain information regarding certain drugs and alcohol, HIV, and mental health are subject to special restrictions. Not every use or disclosure is addressed in this Notice, but all uses and disclosure of medical information will be in accordance with applicable laws and regulations.

For Treatment. We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, or other health professionals who are involved in providing medical care or treatment. We may also share medical information about you with other DAZ personnel or non-DAZ providers, agencies or facilities in order to provide or coordinate medical care, such as prescriptions, lab work and x-rays. We also may disclose medical information about you to people outside DAZ who may be involved in your continuing medical care.

For Payment. We may use and disclose medical information about you so that the treatment and services you receive from DAZ may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give information to your health plan about services you received from DAZ so your health plan will pay us or reimburse you. We may also tell your health plan about a proposed treatment to determine whether your plan will cover the treatment.

For Health Care Operations. We may use and disclose medical information about you for DAZ operations. These uses and disclosures are made for quality of care and medical staff activities. Your medical information may also be used or disclosed to comply with law and regulation, for contractual obligations, patients' claims, grievances or lawsuits, health care contracting, legal services, business planning and development, business management and administration, the sale of all or part of DAZ to another entity, underwriting and other insurance activities and to operate DAZ. For example, we may review medical information to find ways to improve treatment and services to our patients. We may also disclose information to doctors, nurses, technicians, and other health professionals for performance improvement and educational purposes.

Appointment Reminders. We may contact you to remind you that you have an appointment with DAZ.

Treatment Alternatives. We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

News Gathering Activities. DAZ may contact you or one of your family members to discuss whether or not you want to participate in a media or news story. DAZ provides telehealth services that may be newsworthy. News reporters may seek interviews with DAZ regarding their experience with telehealth services.

Individuals Involved in Your Care. We may release medical information to anyone involved in your medical care, e.g., a friend, family member, personal representative, or any individual you identify.

Research. DAZ may be involved in research from time to time. All research projects conducted by DAZ will be approved through a special review process to protect patient safety, welfare and confidentiality. Your medical information may be important to further research efforts and the development of new knowledge. We may use and disclose medical information about our patients for research purposes, subject to the

confidentiality provisions of the laws of Thailand.

On occasion, researchers contact patients regarding their interest in participating in certain research studies. Enrollment in those studies can only occur after you have been informed about the study, had an opportunity to ask questions, and indicated your willingness to participate by signing a consent form. When approved through a special review process, other studies may be performed using your medical information without requiring your consent. These studies will not affect your treatment or welfare, and your medical information will continue to be protected. For example, a research study may involve a chart review to compare the outcomes of patients who received different types of treatment.

We will disclose medical information about you when required to do so by the laws of Thailand.

To Avert a Serious Threat to Health or Safety. We may use and disclose medical information about you when necessary to prevent or lessen a serious and imminent threat to your health and safety or the health and safety of the public or another person. Any disclosure would be to someone able to help stop or reduce the threat.

Workers' Compensation. We may use or disclose medical information about you for Workers' Compensation or similar programs as authorized or required by law. These programs provide benefits for work-related injuries or illness.

Public Health Disclosures. We may disclose medical information about you for public health purposes. These purposes generally include the following:

- preventing or controlling disease (such as cancer and tuberculosis), injury or disability;
- reporting vital events such as births and deaths; reporting child abuse or neglect;
- reporting adverse events or surveillance related to food, medications or defects or problems with products;
- notifying persons of recalls, repairs or replacements of products they may be using;
- notifying a person who may have been exposed to a disease or may be at risk of contracting or spreading a disease or condition;
- notifying the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence and make this disclosure as authorized or required by law.

Health Oversight Activities: We may disclose medical information to governmental, licensing, auditing, and accrediting agencies as authorized or required by law.

Legal Proceedings: We may disclose medical information to courts, attorneys and court employees in the course of conservatorship and certain other judicial or administrative proceedings.

Lawsuits and Other Legal Actions: In connection with lawsuits or other legal proceedings, we may disclose medical information about you in response to a court or administrative order, or in response to a subpoena, discovery request, warrant, summons or other lawful process.

Law Enforcement: If asked to do so by law enforcement, and as authorized or required by law, we may release medical information:

- to identify or locate a suspect, fugitive, material witness, or missing person;
- about a suspected victim of a crime if, under certain limited circumstances, we are unable to obtain the

person's agreement;

- about a death suspected to be the result of criminal conduct;
- about alleged criminal conduct at DAZ; and
- in case of a medical emergency, to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

National Security and Intelligence Activities: As authorized or required by law, we may disclose medical information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities.

Inmates: If you are an inmate of a correctional institution or under the custody of law enforcement officials, we may release medical information about you to the correctional institution as authorized or required by law.

Social Media Policy

DAZ has opened publicly facing pages on social media sites to provide a friendly, informative and engaging community for users of these social media sites. DAZ encourages you to comment and share your opinions and stories in a courteous and respectful manner. These social media sites include but are not limited to Facebook, Twitter, YouTube, website online feedback form or other social media sites ("Social Media Sites").

By accessing, viewing and/or posting any content on any Social Media Site, you agree to the following terms of use.

Information is not a substitute for specific medical advice

Content, such as words, pictures and other material found on the Social Media Sites, is for informational use only. The information is not to replace a consultation with your health care provider. Please discuss all specific medical questions and concerns with your health care provider.

Exercise caution when sharing personal information

The Social Media Sites are public forums and whatever information you share will be viewed by others and may be archived by various third parties. DAZ does not have the ability to monitor, intercept or otherwise remove your content from those third parties. Please consider this carefully before posting detailed personal information

Prohibited Manners

To maintain a courteous and respectful environment, the following types of comments, posts or contents are prohibited:

Content that violates any applicable laws and regulations, including copyright and trademark laws

Content that is unlawful, threatening, offensive, profane, abusive, harassing, embarrassing, tortious, defamatory, libelous, obscene, or is an invasion of another's privacy, is hateful or racially, ethnically or otherwise objectionable as solely determined in DAZ's discretion

Content that you do not have a right to make available under any law or under contractual or fiduciary relationships

Content that contains viruses, worms, disabling code, or any other computer code, files or programs

designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment

Unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes" or any other form of solicitation

Content that is personal health information, including patient images

You are also prohibited from using the Social Media Sites to provide medical advice or medical commentary by non-DAZ doctors or to use the Social Media Sites to make referral to doctors who are not employed by DAZ.

You will not impersonate any other person, or falsely state or otherwise misrepresent your affiliation with a person or entity.

DAZ reserves the right to monitor, prohibit, restrict, block, suspend, or terminate your access to any Social Media Sites, at any time, without notice and for any reason in its sole discretion. DAZ may remove, delete, block, filter or restrict by any other means any content in its sole discretion.

Disclaimers

DAZ provides the Social Media Sites using a commercially reasonable level of skill and care and hopes that you will enjoy using them. HOWEVER, ANY INFORMATION CONTAINED ON OR PROVIDED THROUGH SOCIAL MEDIA SITES IS PROVIDED ON AN "AS IS" BASIS AND IS INTENDED FOR GENERAL CONSUMER UNDERSTANDING AND EDUCATION. ANY ACCESS TO THE SOCIAL MEDIA SITES IS VOLUNTARY AND AT YOUR SOLE RISK. While DAZ makes reasonable efforts to monitor and moderate posted content, it does not moderate all comments and cannot always respond in a timely manner to online requests for information.

Opinions and views expressed by individuals as postings on the Social Media Sites are not necessarily those of DAZ, its officers, directors, employees or staff.

DAZ does not guarantee continuous, uninterrupted or secure access to the Social Media Sites. Operation of these sites may be interfered with by numerous factors outside of DAZ's control. DAZ does not warrant that files available for downloading through these websites will be free of infections or viruses, worms, Trojan horses or other code that contains contaminating or destructive properties.

DAZ reserves the right at any time to modify or discontinue any of the Social Media Sites with or without notice.

Third Parties' Links

DAZ is not responsible for the content of any third parties' linked websites and such linkage does not constitute endorsement of those sites by DAZ.

Indemnity

You will defend, indemnify, and hold harmless DAZ and their respective officers, directors, employees, agents, successors and assigns from and against any losses, claims, damages, settlements, costs, and liabilities of any nature whatsoever (including reasonable attorneys' fees) arising out of or in connection with, any activity you have undertaken on the Social Media Sites.

Change

This Policy may be updated at any time without notice, and each time a user accesses a Social Media Site,

the new policy will govern, usage, effective upon posting. By continuing to post any content after such new terms are posted, you accept and agree to any and all such modifications to this Policy.

Governing Law and Jurisdiction

This Policy will be governed by and construed in accordance with the laws of Thailand. All claims arising out of or relating to this Policy will be subject to the exclusive jurisdiction of Thai courts.

Security

This site takes every precaution to protect our customers' information. When you submit confidential information via this site, your information is kept in a secure environment both online and off-line. Messages that you send to us by e-mail however may not be secure. If you choose to send any confidential information to us via e-mail, you accept the risk that a third party may intercept and use this information.

Links

This web site contains links to other sites. Please be aware that we are not responsible for the privacy practices of any linked sites. We encourage users who leave our site to read the privacy statements of each and every linked web site that they choose to visit.

All links to external sites are provided for your convenience. The information, products and advertisements contained in the linked sites are neither approved nor endorsed by us and we are not responsible for such information, products or advertisements.

No Warranties or Representations

We make no warranty whatsoever, express or implied, including any warranty as to accuracy, completeness or timeliness, concerning the information or views available at or through this web site, and you should not assume that such information is accurate, complete or the most up-to-date information available. We shall not be liable to you or anyone else in any way for any loss, claim or damages, including without limitation, consequential loss, business interruption, loss of information or program or any other information in your system, caused in whole or in part by our providing or your using any of the information at or through this web site.

Copyrights

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General Data Protection Regulation (GDPR)

Strictly Necessary Cookies should be enabled at all times so that we can store your preferred settings.

Privacy Overview

Our website uses cookies to provide you with a smoother and more personalized user experience. Cookie information is stored in your browser and performs functions such as presenting tailored options when you revisit our website and providing insights which sections of the website you find most interesting and useful. You can adjust your cookie settings by navigating the tabs on the left.

COOKIE POLICY

Our Privacy Policy explains our principles when it comes to the collection, processing, and storage of your information. This policy specifically explains how we, our partners, and users of our services deploy cookies,

as well as the options you have to control them.

Cookies are small pieces of data, stored in text files, that are stored on your computer or other device when websites are loaded in a browser. They are widely used to “remember” you and your preferences, either for a single visit (through a “session cookie”) or for multiple repeat visits (using a “persistent cookie”).

Types of Cookie

Strictly Necessary cookies are very essential to our website as these allow the web servers to respond to your actions, support the structure of the page being displayed to you as well as provide the consistency of experience during your journey of surfing our website. These cookies will last only till the end of your visit and will be deleted automatically since then.

Analytical / Performance cookies allow us to monitor the performance of our websites by determining the number of page views and the number of unique users a website has. Web analytics services are performed so as to analyze patterns of user behaviour and we use that information to enhance user experience or identify areas of the website which may require improvement. Nonetheless, the information is anonymous (i.e. it cannot be used to identify you and does not contain personal information such as your name and email address) and it is only used for statistical purposes.

Functional cookies help us to recognize when you revisit our website. With this information, thereby we can customize our website based on your preferences, provide enhanced, more personal features to facilitate your visit. Such information collected by these cookies is usually anonymized, hence we cannot identify you personally.

Behavioural Advertising / Targeting cookies will be placed on your device to record your visit, the page and the link you have visited and followed. The gained information will be used to tailor our website and our advertising campaign to suit your interests.

Cookies can be blocked from your browser used to surf our website.
