

# HealthAI Privacy Policy

Current as of 21st January, 2025

Welcome to **HealthAI**, where we are committed to protecting the privacy and security of your personal health information. This Privacy Policy explains how we collect, use, disclose, and protect information about you when you use our Progressive Web App, which calculates biological age based on lifestyle factors and blood test data.

By accessing or using our Progressive Web App, you consent to the data practices described in this policy.

## Information We Collect

We collect the information necessary to provide you with personalised health insights and a seamless experience. This includes:

- **Personal Information**
  - **Registration Information:** When you create an account, we collect your name, email address, age, gender, and other necessary details.
  - **Health Information:** To calculate your biological age, we collect health data, including lifestyle information (e.g., diet, exercise, sleep patterns) and blood test results.
- **Device and Usage Information**
  - **Device Data:** Information such as IP address, device type, browser type, operating system, and app usage data may be collected automatically when you use our Progressive Web App.
  - **Cookies and Tracking Technologies:** We use cookies and similar technologies to improve user experience, analyse usage, and personalise content.

## How We Use Your Information

We may use your information to:

- Provide, personalise, and improve our services.
- Calculate your biological age based on health data provided by you.
- Generate lifestyle recommendations and insights based on your biological age score.
- Communicate with you about your account, updates, or support inquiries.
- Conduct internal research, testing, and analysis to improve our services.
- Comply with legal obligations and protect our rights.

# Disclosure of Your Information

We may share your information only in limited circumstances:

- **Service Providers:** We engage trusted third-party vendors for technical support, data storage, and processing. These providers have access to your information solely for performing their functions and are contractually obligated to protect it.
- **Legal Compliance:** We may disclose information if required by law or in response to valid legal requests from public authorities (e.g., court orders, government agencies).
- **Business Transfers:** If our business is acquired or merged, your data may be transferred to the new owner under similar privacy standards.

We will not sell, rent, or lease your personal information to third parties for marketing purposes without your consent.

## Your Privacy Rights

Depending on your location, you may have rights regarding your personal data, such as:

- **Access:** You have the right to request access to the personal data we hold about you.
- **Correction:** You can ask us to correct any inaccuracies in your personal data.
- **Deletion:** You have the right to request deletion of your data, subject to certain legal exceptions.
- **Restriction:** You may request the restriction of processing your data in specific situations.
- **Portability:** Where technically feasible, you have the right to receive your personal data in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us at [info@healthai.live](mailto:info@healthai.live).

## Data Security

We take the security of your data seriously and employ appropriate physical, technical, and administrative measures to protect it. While we strive to protect your information, no method of transmission over the Internet or method of electronic storage is 100% secure. We cannot guarantee its absolute security.

## Data Retention

We retain your information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. You may request the deletion of your data by

contacting us at [info@healthai.live](mailto:info@healthai.live). Upon request, we will delete your information unless we have a legal obligation to retain it.

## Changes to This Policy

We may update this Privacy Policy periodically. When we make significant changes, we will notify you through the Progressive Web App or via email. We encourage you to review this policy regularly to stay informed about how we protect your information.

## POPIA Compliance

In line with South Africa's Protection of Personal Information Act (POPIA), the HealthAI Progressive Web App is committed to handling your personal information responsibly and securely.

### 1. Your Rights Under POPIA

As a user, you have specific rights regarding your personal information under POPIA:

- Access and Correction: You may request to view or correct any personal data we hold.
- Objection: You can object to the processing of your data for certain reasons under POPIA.
- Data Portability: When feasible, you may request that we transfer your data to another service provider.
- Withdrawal of Consent: You have the right to withdraw your consent for us to process your data at any time, subject to any legal or contractual restrictions.

For requests to exercise any of these rights, please contact us at [info@healthai.live](mailto:info@healthai.live).

### 2. Data Transfers

If we transfer personal data outside South Africa, we ensure that the data remains protected in accordance with POPIA standards and that any international processors are contractually bound to uphold the same level of privacy and security.

### 3. Third-Party Processors

We only work with third-party processors who are POPIA-compliant and ensure that any personal information they handle is protected according to the same standards.

By continuing to use **HealthAI**, you acknowledge that you understand and accept our POPIA compliance practices.

# Contact Information

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

HealthAI

<https://healthai.live/>

Email: [info@healthai.live](mailto:info@healthai.live)

WhatsApp: +27 83 257 6353

By using our platform, you acknowledge that you have read and understood this Privacy Policy. Thank you for trusting HealthAI with your information.