



Cliniq Medical Service Provider Privacy Policy

Last Modified on September 19, 2019.

This Privacy Policy is effective on September 19, 2019 for all users.

Cliniq values your privacy. This Privacy Policy details important information about the collection, use, disclosure, retention and protection of your personal information. Cliniq provides this notice about our practices to help you make an informed decision about whether to use or continue using the Cliniq Program (as defined below).

By registering for an account on the Cliniq Program or accessing the Cliniq Program, you are accepting the terms of this Privacy Policy and you are consenting to the collection, use, disclosure and retention of your personal information in accordance with the practices described in this policy. This policy may change from time to time (see Changes to this privacy policy). Your continued use of the Cliniq Program after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Please note that any content posted by you onto the Cliniq Program, including but not limited to reviews, photos, videos, questions, or profile updates, becomes published content and is publicly available for anyone in the world to view. Cliniq will display this content on the Cliniq Program and may distribute it through other third-party Apps and services in its sole discretion.

Scope

This privacy policy applies to cliniq.asia, our Cliniq mobile applications (whether accessed by a tablet, mobile phone or other similar device) and our other websites (collectively, "Cliniq Program") whether you browse our Cliniq Program (without registering for an account) or register for an account to use the Cliniq Program as either a user or medical service provider. This privacy policy also applies to information we collect in email, text and other electronic messages between you and us. This privacy policy does not apply to any third-party websites, mobile applications or services, or the offline collection of personal information by Cliniq.

Information Cliniq Collects

Cliniq acts as a data controller when it collects personal information from you when you visit our Cliniq Program or when you register to use the Cliniq Program or access your account through the Cliniq Program. For purposes of this privacy policy, "personal information" means any data and information relating to an identified or identifiable natural person. Cliniq collects several types of information from you, including:

Information Cliniq receives from you:

You provide us with personal information when you register on the Cliniq Program. This information may include: first and last name, geographic location, email address, username and password.

You may also provide us with your personal information when you voluntarily fill in forms on our Cliniq Program. For example, you may provide us with your first and last name, telephone number, email address, Social media account and desired treatment when you fill out a form to be connected to a medical service provider.

You may also provide us with personal information when you update your account or through your participation in asking medical service providers questions on the Cliniq Program.

You may also provide Cliniq with personal information in order to participate in various activities on the Cliniq Program such as entering giveaways or sweepstakes, taking advantage of promotions, responding to surveys, subscribing to newsletters or other mailing lists or completing a form related to one of our products or services.

You may also provide us with your personal information when you report a problem with our Cliniq Program.

You also provide Cliniq with your information when you use certain features on the Cliniq Program, such as submitting reviews, comments, questions and other postings on the Cliniq Program ("User Contributions"). You understand that your User Contributions are published or displayed on public areas of the Cliniq Program, or transmitted to other



users of the ClinIQ Program or third parties. Your username (not your email address) is displayed to other users when you post User Contributions to the ClinIQ Program. If you use your first or last name as part of your username or your username is discoverable on the internet, then you are making this personal information publicly available and understand that other users may view this personal information and may be able to identify you from this personal information. ClinIQ cannot control the actions of other users of the ClinIQ Program with respect to your User Contributions.

Information ClinIQ collects automatically:

Cookies Information. When you visit the ClinIQ Program, we (and third parties with whom we partner) may send one or more cookies – a small text file containing a string of alphanumeric characters – to your computer that uniquely identifies your browser. The cookies may transmit information about you and your use of the ClinIQ Program such as your browser type, IP address, advertisement data and the date and time of your use of the ClinIQ Program.

Log File Information. When you use the ClinIQ Program, our servers automatically record certain information that your web browser sends whenever you visit any websites. These server logs may include information such as your web request, Internet Protocol ("IP") address, browser type, browser language, referring/exit pages and URLs, platform type, number of clicks, domain names, landing pages, pages viewed and the order of those pages, the amount of time spent on particular pages and the date and time of your requests. ClinIQ collects this information in order to improve the ClinIQ Program.

Location Information and Device Information. When you access the ClinIQ Program from a mobile device or tablet, ClinIQ may be able to collect your location information if this feature is enabled on your mobile device or tablet. In addition, if you are accessing the ClinIQ Program from your computer, then ClinIQ may be able to collect your general location information from your IP address. ClinIQ may use this information to provide you with a personalized user experience by showing you content relevant for your geographic location. If you are accessing the ClinIQ Program through a mobile device or tablet and you do not want to share your precise geolocation information with ClinIQ, then you may be able to turn off this feature on your mobile device or tablet. ClinIQ may also collect information it receives from your devices when you access the ClinIQ Program including: Device ID or unique identifier, device type, ID for advertising, and unique device token.

Third-Party Use of Cookies and Other Tracking Technologies. Some content or applications, including advertisements, on the ClinIQ Program are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons and other tracking technologies to collect information about you when you use our ClinIQ Program. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content. ClinIQ does not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

Information ClinIQ receives from other sources:

If you connect your Facebook or other third party social media account to your ClinIQ account, you understand that ClinIQ may receive information about you (including information about friends, connections, contact information and demographic information) from those third party Apps and that information may be transmitted into your ClinIQ account. If you connect to ClinIQ with your third-party social media account, then you agree that ClinIQ may collect, use and retain the information provided by the third-party social media Apps. The information collected by ClinIQ from the third-party social media Apps may depend on your privacy settings with those third-party Apps. As a result, you should consult the privacy notices or policies of those third-party social media Apps. ClinIQ may also use plug-ins or other technologies from various social media Apps. If you click on a link provided by a social media plug-in, you are voluntarily establishing a connection with the social media App and you should consult the privacy policy of the social media App to learn more about their privacy practices. This privacy policy does not apply to the third-party social media websites.

ClinIQ may also receive personal information about you from third parties, for example, our business partners.



How Cliniq Uses Information

Cliniq uses the information, including personal information, that we collect about you or that you provide to us for a range of different business purposes. We use your personal information to track usage of the Cliniq Program, to market the Cliniq Program, to improve the Cliniq Program features and functionality, to backup our systems and to provide customer support. Our legal basis for processing your personal information is to carry out our legal obligations, to fulfill a contract with you, to protect your vital interests, for our legitimate business interests, to provide you with notices, and for other purposes with your consent.

We use your personal information:

- To provide our Cliniq Program and its contents to you
- To provide customer support, including responding to your requests and contacting you about the requests
- To provide you notices about your account (such as updates to this privacy policy, the Terms of Service, or for other customer service purposes)
- To provide other services requested by you such as to connect you to other users or medical service providers on the App. When contacting you to connect you to medical service providers on the App, Cliniq may contact you via email, SMS/text messages or by telephone. Message and data rates may apply
- To monitor the usage of our Cliniq Program, improve the quality and design of the Cliniq Program, and create new features, functionality, and services
- To investigate illegal activities on the Cliniq Program or activities that violate our Terms of Service
- To detect, prevent and address technical issues, and improve the security of our Cliniq Program
- To validate the authenticity of and display the reviews and other content provided by you to other users
- To gather analysis or valuable information so that we can improve our Cliniq Program
- To customize advertising you may see on our Cliniq Program
- To contact you by email in order to offer you special promotions or poll your opinions through surveys or questionnaires
- To contact you by email or through your account to notify you of major Cliniq Program changes
- To measure the performance of email marketing campaigns
- To allow you to participate in interactive features on our Cliniq Program
- To fulfill any other purposes for which you provide it

With your consent, which you may withdraw at any time, Cliniq also uses your personal information:

- To send commercial or marketing messages
- To provide you with a personalized user experience by showing you content relevant for your geographic location
- To customize advertising you may see on third party websites
- To provide you with marketing from third parties
- For any other purpose, with your consent

When Cliniq Discloses Information

Third Party Service Providers

We provide personal information and non-personally-identifiable information to our subsidiaries, affiliated companies, or other businesses or persons for the purpose of processing such information on our behalf, including, but not limited to, providing analytics, monitoring our Cliniq Program, A/B testing, marketing, distribution of surveys or giveaway programs. We require that these parties agree to process such personal information in compliance with this privacy policy and any other appropriate confidentiality and security measures as well as for the sole purpose of providing the specific service to Cliniq. The third-party service providers are not permitted to share the personal information or use it for any other purpose.



We do share anonymous aggregated user data (such as usage data, referring/exit pages and URLs, platform types, number of clicks, etc.) with interested third parties to assist them in understanding the usage patterns for certain content, services, advertisements, promotions, and/or functionality on the Cliniq Program.

We do allow the display of User Contributions available through the Cliniq Program by our third party partners.

Fulfill Your Requests

We will use your personal information to fulfill the purpose for which you provide it. For example, if you submit your first and last name, email address, telephone number, social media account, treatment desired and questions or comments through a request for quotation or consultation, then Cliniq will disclose this information to the medical service provider identified on the form.

Third-party Advertisers

We do not share your personal information (such as name or email address) with other third-party companies for their commercial or marketing use without your consent or except as part of a specific program or feature for which you will have the ability to opt-in or opt-out.

Cliniq may allow other companies, called third-party ad servers or ad networks, to serve advertisements within the Cliniq Program. These third-party ad servers or ad networks use cookies, web beacons and other tracking technologies to send, directly to your browser, the advertisements and links that appear on the Cliniq Program. They automatically receive your IP address when this happens. In addition, the third-party ad servers or ad networks may use information about your visits to our Cliniq Program and other websites to provide advertisements about goods and services of interest to you. You should consult the respective privacy policies of these third-party ad servers or ad networks. This privacy policy does not apply to, and we cannot control the activities of, such other advertisers or websites.

Legal Requests and to Comply with Laws

We may disclose personal information if such action is necessary to comply with a legal obligation, to comply with laws or to respond to a court order, subpoena, or search warrant. Cliniq may disclose any of your messages or other content as part of investigations into the use and operation of the Cliniq Program.

Cliniq also reserves the right to disclose personal information that Cliniq believes, in good faith, is appropriate or necessary to enforce our Terms of Service, take precautions against liability, to investigate and defend itself against any third-party claims or allegations, to protect the security or integrity of the Cliniq Program, and to protect the vital interests, property, or personal safety of Cliniq, our users or others.

In the Event of Merger, Sale, or Bankruptcy

In the event that Cliniq is acquired by or merged with a third party entity, we reserve the right, in any of these circumstances, to transfer or assign the information we have collected from you as part of such merger, acquisition, sale, or other change of control. In the unlikely event of our bankruptcy, insolvency, reorganization, receivership, or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors rights generally, we may not be able to control how your information is treated, transferred, or used.

Your Choices

Cliniq strives to provide you with choices regarding the personal information you provide to us, and we understand that you have rights in your personal information such as: the right to access, correct, delete, object to and restrict the use of your personal information. We also understand that you have the right to obtain a copy of your personal information from us and to withdraw your consent of the processing of your personal information by us. We have created mechanisms to provide you with the following control over your personal information:



You can choose not to provide personal information through our ClinIQ Program, in which case ClinIQ may not be able to provide certain services to you or respond to your requests.

You can access, review and change your personal information by logging into your account on the ClinIQ Program and visiting your account profile page. You may also send us an email at contactus@cliniq.asia to request access to, correct or delete any personal information that you have provided to us. In some cases, we may not be able to delete your personal information except by also deleting your user account.

If you do not wish to have your email address or other contact information used by us to promote our ClinIQ Program or other products or services, you can opt-out at any time by logging into the ClinIQ Program and adjusting your user preferences in your account profile or by sending us an email stating your request to contactus@cliniq.asia. If we have sent you a promotional email, you may unsubscribe to receive future emails via the unsubscribe link in that email.

You may also request a copy of your personal information that you have provided to us directly by sending an email to contactus@cliniq.asia. We will provide you a copy of your personal information in a commonly used electronic form. You may also close your account by emailing contactus@cliniq.asia. ClinIQ will disassociate your User Contributions from your account. However, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other ClinIQ Program users. In addition, ClinIQ will continue to retain certain information about you in accordance with the privacy practices in this policy or if required to do so as a result of a legal obligation.

If you wish to know what personal information we hold about you, and if you want it to be removed from our systems, please contact us at contactus@cliniq.asia.

In order to fulfill the above requests, ClinIQ may ask you to verify your identity before responding to such requests. Further, your right to access your personal information may not apply in some cases, including where providing access is unreasonably burdensome or expensive under the circumstances or where it would violate the rights of someone other than the individual requesting access.

If you do not want us to use information that we collect or that you provide to us to deliver advertisements, for analytics or remarketing services, then you may opt-out.

Our Commitment to Data Security

ClinIQ uses commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your personal information. For example, to protect your privacy and security, we take reasonable steps (such as requesting a unique password) to verify your identity before granting you profile access or making corrections. You are responsible for maintaining the secrecy of your unique password and account information at all times. We cannot, however, ensure or warrant the security of any information you transmit to the ClinIQ Program and you do so at your own risk. Once we receive your information, ClinIQ makes commercially reasonable efforts to ensure the security of your information. However, please note that this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

If ClinIQ learns of a security systems breach, then we may attempt to notify you electronically so that you can take appropriate protective steps. ClinIQ may post a notice on the ClinIQ Program if a security breach occurs.

Children's Privacy

Protecting the privacy of children is important to ClinIQ. For that reason, ClinIQ does not knowingly collect or maintain personal information from persons under 18 years of age, and no part of the ClinIQ Program is directed to persons under 18. If you are under 18 years of age, then please do not use or access the ClinIQ Program at any time or in any manner. If ClinIQ learns that personal information of persons under 18 years of age has been collected without verified parental consent, then ClinIQ will take the appropriate steps to delete this information.



Using Cliniq from outside Malaysia

The Cliniq Program is hosted in Malaysia. If you are accessing the Cliniq Program from outside Malaysia, please be advised that the information you provide Cliniq may be transferred to, processed and stored in Malaysia where the Cliniq servers are located and our central database is operated. You acknowledge and understand that the data protection and other laws of Malaysia might not be as comprehensive as those in your country. Through your continued use of the Cliniq Program (which is governed by Malaysia law, this privacy policy, and our Terms of Service), you consent to the transfer of your personal information to Malaysia.

Retention of Personal Information

Cliniq will retain your personal information only for as long as is necessary for the purposes set forth in the privacy policy. Cliniq will retain and use your personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your personal information to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Important Information

Links to Other Apps

Our Cliniq Program may contain links to other websites that are not operated by Cliniq. If you click on a third-party link, you will be directed to that third-party's website. This privacy policy does not apply to the third-party websites and Cliniq encourages you to review the privacy policy of the third-party websites you visit.

Changes to this Privacy Policy

This Privacy Policy may be revised periodically and this will be reflected by the "effective date" above. If we make any material changes in the way in which your personal information is collected, used or disclosed, then we will notify you through the Cliniq Program or by email. You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on this page. If you object to any of the changes to the privacy policy, then you can close your account by contacting us as provided below.

How You Can Contact Us

If you have any questions or complaints about the use or disclosure of your personal information, this privacy policy, or our privacy practices, please contact Cliniq by sending an email to our data protection office at contactus@cliniq.asia.