

1. Introduction

E-Konsulta and its affiliated entities (“we”, “us”, “our”) operate a telemedicine platform that enables patients to consult licensed healthcare professionals through digital channels. Your safety and privacy are very important to us. We are committed to protecting your privacy and ensuring that your personal data is handled in accordance with the **Data Privacy Act of 2012 (Republic Act No. 10173)**, its Implementing Rules and Regulations, and all relevant issuances of the **National Privacy Commission (NPC)**.

By using our platform, you consent to the collection, processing, and storage of your personal data as described in this Privacy Policy. **Please do not use the platform if you do not agree or consent.**

2. Personal Data We Collect

We collect the following categories of personal data:

2.1 Personal Information

- Full name
- Date of birth
- Sex
- Contact information (email, mobile number, address)
- Government-issued IDs (if required for identity verification)

2.2 Sensitive Personal Information

- Medical history
- Symptoms and health concerns
- Laboratory results
- Prescriptions
- Consultation notes
- PhilHealth or insurance information
- Any health-related data shared during consultations

2.3 Technical and Usage Data

- Device information
- IP address
- Browser type
- Log data
- Cookies and analytics data

3. How We Collect Your Data

We collect data through:

- Account registration
- Teleconsultations (video, audio, chat, uploaded files)
- Electronic medical records you upload
- Cookies and platform analytics
- Customer support interactions

4. Purpose of Processing

We process your personal data for the following legitimate purposes:

4.1 Healthcare Service Delivery

- Scheduling and conducting telemedicine consultations
- Creating and maintaining electronic medical records
- Issuing prescriptions and medical certificates
- Coordinating with healthcare providers

4.2 Platform Operations

- Account creation and authentication
- Customer support
- Service improvement and analytics
- Fraud prevention and security monitoring

4.3 Legal and Regulatory Compliance

- Compliance with the Data Privacy Act and its Implementing Rules and Regulations
- Reporting obligations to government agencies (e.g., DOH, PhilHealth)

- Responding to lawful requests from authorities

We do **not** use your health data for marketing without your explicit consent.

5. Legal Basis for Processing

We process your data based on:

- **Your consent**
- **Performance of a contract** (providing telemedicine services)
- **Compliance with legal obligations**
- **Protection of vital interests**
- **Legitimate interests**, where applicable and not overridden by your rights

6. Data Sharing and Disclosure

We may share your data only with:

6.1 Healthcare Professionals

Licensed doctors and allied health professionals who provide care through our platform.

6.2 Service Providers

Third-party vendors who support:

- Cloud hosting
- Payment processing
- Customer support
- Analytics

All service providers are bound by **Data Sharing Agreements** or **Outsourcing Agreements** compliant with NPC requirements.

6.3 Government Agencies

Only when required by law (e.g., DOH reporting, court orders).

We **never sell** your personal data.

7. Data Storage and Retention

- Your data is stored securely using industry-standard encryption.
- Medical records are retained for **at least 15 years**, following DOH and medical record retention standards.
- Other personal data is retained only as long as necessary for the purposes stated.

8. Data Security Measures

We implement organizational, physical, and technical measures including:

- Encryption in transit and at rest
- Access controls and authentication
- Regular security audits
- Secure data centers
- Employee confidentiality agreements
- Incident response procedures

9. Your Rights as a Data Subject

Under the Data Privacy Act, you have the right to:

- **Be informed**
- **Access** your data
- **Object** to processing
- **Rectify** inaccurate data
- **Erase or block** data
- **Data portability**
- **File a complaint** with the NPC
- **Withdraw consent** at any time

To exercise your rights, contact our Data Protection Officer.

10. Cookies and Tracking Technologies

We use cookies to:

- Maintain session integrity

- Improve user experience
- Analyze platform usage

You may disable cookies through your browser settings, but some features may not function properly.

11. International Data Transfers

If data is transferred outside the Philippines, we ensure:

- Adequate data protection safeguards
- Compliance with NPC Circulars on cross-border data transfers

12. Children’s Privacy

Our platform is intended for users **18 years old and above**. Minors may use the service only with the consent of a parent or legal guardian.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on our platform with an updated “Last Updated” date.

14. Contact Information

For questions, concerns, or to exercise your data privacy rights, contact our:

Data Protection Officer (DPO) Name: Jasper Jamir Email:

Jasperjamir@ekonsultaclinic.ph.

Address: 198 Aguinaldo St., Blnakayan-Kanluran, Kawit, Cavite

You may also contact the **National Privacy Commission** at: <https://privacy.gov.ph>