

Privacy Policy

Introduction

This Privacy Policy describes how we collect, use and protect your personal information while you use dermatologist consultation services via WhatsApp and the Metaderma.id platform. We respect your privacy and are committed to protecting your personal information in accordance with applicable laws in Indonesia.

1. Information Collection

- a. Personal Information: We may collect personal information such as name, address, telephone number, email address, date of birth, and other information that you provide when registering or using our telemedicine services which is included in personal information according to the Law;
- b. Medical Information: In order to provide appropriate medical consultations, we may collect information about your health history, medical conditions, skin photos or images, medication history, and results of medical tests you provide during the consultation;
- c. Technical Information: When you use the Metaderma.id platform, we may collect technical information such as IP address, device type, operating system and browser you use.

2. Use of Information

- a. Medical Consultation Services: The personal and medical information we collect is used to provide medical consultation services with dermatologists via WhatsApp and the Metaderma.id platform;
- b. Service Development: We may use information to improve the quality and security of our services, as well as to develop new features that are more relevant to user needs;
- c. Communications: We may send service-related communications, including notifications about consultation results, service changes, and other important information;
- d. Legal Requirements: We may use or disclose your personal information if necessary to comply with legal regulations, legal processes, or official requests from relevant legal authorities or regulators;
- e. Use of personal information for registration using a Google account for the following processes:
 - Registration: User's name and email address are required for account creation, allowing you to log in and use our platform;
 - Communication: We may use user's email address to contact them regarding important platform updates, announcements, transactions, and account-related matters; pengumuman, transaksi, dan hal-hal terkait akun;
 - Personalization: User's name helps us provide a more personalized user experience by addressing them by their preferred name.

3. Information Security

- a. We use appropriate technical and organizational security measures to protect your personal information from unauthorized access, disclosure, alteration or destruction. For example, we store your personal information on secure servers protected by firewalls and encryption;
- b. Access to your personal information is limited to our staff or team of physicians who require such access to provide telemedicine services.

4. Information Storage

- a. We will retain your personal information as long as necessary to provide telemedicine services and in accordance with applicable legal provisions;
- b. If you delete your account, we will delete your personal information in accordance with our data retention policy which refers to the Health Law and regulations regarding Electronic Medical Records that apply in Indonesia.

5. Your Privacy Rights

- a. You have the right to access, update, or delete your personal information that we hold. You can also ask us to stop using your personal information for marketing purposes;

b. If you wish to access, update, or delete your personal information, or if you have questions regarding privacy, you can contact us via the email address or telephone number listed on the Metaderma.id website.

6. Use of Anonymous Data

a. We may use anonymous or aggregate data that does not personally identify individuals for statistical analysis and research for the purpose of improving services and understanding medical conditions.

7. Penggunaan Informasi Pihak Ketiga

a. We will not disclose your personal information to third parties without your permission, except for the purposes described in this Privacy Policy or in the following situations:

To comply with applicable laws or regulations. To respond to government or law enforcement agency requests.
To protect our own or others' rights, property, or safety.
To process and fulfill your order. To provide customer service.
To personalize your experience on the Website.
To send you marketing information about our products and services.
To prevent and detect fraud and other illegal activities.

b. We may use third party service providers to help provide our services, and your information may be accessed by these service providers, but only for the purpose of providing such services on our behalf and in accordance with our instructions.

8. Changes to Privacy Policy

a. This Privacy Policy may be changed from time to time in accordance with business developments and changes in applicable law;

b. Changes to the Privacy Policy will be announced on the Metaderma.id website. We encourage you to periodically check our Privacy Policy to stay informed about how we are protecting your privacy.

9. Contact

If you have questions or problems related to this Privacy Policy, please contact us via the email address or telephone number listed on the Metaderma.id website.

10. Agreement to privacy policy

By using Metaderma.id telemedicine services, you are deemed to have read, understood and agreed to the entire contents of this Privacy Policy. If you do not agree with this Privacy Policy, you are not permitted to use Metaderma.id telemedicine services.