

# Privacy Policy For Dementia Care App For Oman Alzheimer's Society (OAS)

Last updated: April 02, 2023

This Privacy Policy describes **Oman Alzheimer's Society** policies and procedures on the collection, use and disclosure of User's information when User uses the App services & features, and tells the User about his/her privacy rights.

This App uses User's data to provide and improve the included App's services & features. By using the App, the User agrees to the collection and use of information in accordance with this Privacy Policy.

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Privacy Policy:

- **Account:** means a unique account created for The User to access App's pages or parts of it.
- **Application:** refers to **Dementia Care App**, the software program provided by the Society.
- **Society:** (referred to as "The Society" in this Agreement) refers to **Oman Alzheimer's Society (OAS)**, Sultanate of Oman.

- **Country:** refers to: Sultanate of Oman.
- **Device:** means any device that can access the App such as a computer, a mobile or a digital tablet.
- **Personal Data:** is any information that relates to an identified or identifiable individual.
- **App** refers to the Mobile Application (**Dementia Care App**).
- **Service Provider:** means any natural or legal person who processes the data on behalf of The Society. It refers to third-party companies or individuals employed by The Society to facilitate the App, to provide the App on behalf of The Society, to perform services related to the App, or to assist The Society in analyzing how the App is used.
- **Usage Data:** refers to data collected automatically, either generated by the use of the App or from the App infrastructure itself (for example, the duration of a page visit).
- **User:** means the individual accessing or using the App, or The Society, or other legal entity on behalf of which such individual is accessing or using the App, as applicable.

# Collecting and Using User Personal Data

## Types of Data Collected

### Personal Data

While using The Society's App, The Society may ask The User to provide The Society with certain personally identifiable information that can be used to contact or identify The User. Personally identifiable information may include, but is not limited to:

- First name, middle name, and last name
- Gender
- Date of birth
- Address, Country, State, and City
- Mobile number
- Email address
- Patient's details

### Usage Data

Usage Data is collected automatically when using the App.

Usage Data may include information such as User device's model, operating system, Internet Protocol address (e.g., IP address), browser type, browser version, the pages of The Society App that The User visit, the time and date of User visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When The User access the App by or through a mobile device, The Society may collect certain information automatically, including, but not limited to, the type of mobile device The User use, User mobile device unique ID, the IP address of User mobile device, User mobile operating system, the type of mobile Internet browser The User use, unique device identifiers and other diagnostic data.

The Society may also collect information that User browser sends whenever The User visits The Society App or when The User access the App by or through a mobile device.

### **Information Collected while Using the Application**

In order to provide features of The Society's Application, The Society may collect, with User prior permission:

- Information regarding User location

The Society uses this information to provide features of The Society's App, to improve and customize The Society's App. The information may be uploaded to the Society's servers and/or an App Provider's server or it may be simply stored on User device.

The User can enable or disable access to this information at any time, through User's Device settings.

## **Use of User Personal Data**

The Society may use Personal Data for the following purposes:

- **To provide and maintain The Society's App**, including to monitor the usage.
- **To manage User Account:** to manage User registration as a user of the App. The Personal Data of The User can give The User access to different functionalities of the App that are available to The User as a registered user.
- **For the performance of a contract:** the development, compliance and undertaking of the purchase contract for the products, items or services The User have purchased or of any other contract with The Society through the App.
- **To contact The User:** To contact The User by email, mobile calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.

- **To provide The User:** with news, special offers and general information about other goods, services and events which The Society offers that are similar to those that The User have already purchased or enquired about unless The User have opted not to receive such information.
- **To manage User requests:** To attend and manage User requests to The Society.
- **For business transfers:** The Society may use User information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of The Society assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by The Society about The Society App users is among the assets transferred.
- **For other purposes:** The Society may use User information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of The Society promotional campaigns and to evaluate and improve The Society App, products, services, marketing and user experience.

The Society may share User personal information in the following situations:

- **With App Providers:** The Society may share User personal information with App Providers to monitor and analyze the use of The Society App, to contact The User.
- **For business transfers:** The Society may share or transfer User personal information in connection with, or during negotiations of, any merger, sale of Society assets, financing, or acquisition of all or a portion of The Society business to another relevant Society.
- **With business partners:** The Society may share User information with The Society business partners to offer The User certain products, services, features, or promotions.
- **With other users:** when The User share personal information or otherwise interact in the public areas with other users, such information may be used by all users and may be publicly distributed outside.
- **With User consent:** The Society may disclose User personal information for any other purpose with User consent.

## Retention of User Personal Data

The Society will retain User Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. The Society will retain and use User Personal Data to the extent necessary to comply with The Society legal obligations (for example, if The Society are required to retain User data to comply with applicable laws), resolve disputes, and enforce The Society legal agreements and policies.

The Society will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of The Society App, or The Society are legally obligated to retain this data for longer time periods.

## **Transfer of User Personal Data**

User information, including Personal Data, is processed at the Society's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of User state, country or other governmental jurisdiction where the data protection laws may differ than those from User jurisdiction.

User consent to this Privacy Policy followed The Society by User submission of such information represents User agreement to that transfer.

The Society will take all steps reasonably necessary to ensure that User data is treated securely and in accordance with this Privacy Policy and no transfer of User Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of User data and other personal information.

## **Delete User Personal Data**

The User have the right to delete or request that The Society assist in deleting the Personal Data that The Society have collected about The User.

The Society App may give The User the ability to delete certain information about The User from within the App.

The User may update, amend, or delete User information at any time by signing into User Account, if The User has one, and visiting the account settings section that allows The User to manage User personal information. The User may also contact The Society to request access to, correct, or delete any personal information that The User has provided to The Society.

However, The Society may need to retain certain information when The Society have a legal obligation or lawful basis to do so.

## **Disclosure of User Personal Data**

### **Business Transactions**

If the Society is involved in a merger, acquisition or asset sale, User Personal Data may be transferred. The Society will provide notice before User Personal Data is transferred and becomes subject to a different Privacy Policy.

## **Law enforcement**

Under certain circumstances, the Society may be required to disclose User Personal Data if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

## **Other legal requirements**

The Society may disclose User Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation.
- Protect and defend the rights or property of the Society.
- Prevent or investigate possible wrongdoing in connection with the App.
- Protect the personal safety of Users of the App or the public.
- Protect against legal liability.

## **Security of User Personal Data**

The security of User Personal Data is important to The Society, but no method of transmission over the Internet, or method of electronic storage is 100% secure. While The Society strives to use commercially acceptable means to protect User Personal Data, The Society cannot guarantee its absolute security.

## **Children's Privacy**

The Society App does not address anyone under the age of 13. The Society do not knowingly collect personally identifiable information from anyone under the age of 13. If The User is a parent or guardian and The User is aware that User child has provided The Society with Personal Data, please contact The Society. If The Society become aware that The Society have collected Personal Data from anyone under the age of 13 without verification of parental consent, The Society take steps to remove that information from The Society servers.

If The Society need to rely on consent as a legal basis for processing User information and User country requires consent from a parent, The Society may require User parent's consent before The Society collect and use that information.

## **Links to Other Entities**

The Society App may contain links to other entities that are not operated by The Society. If The User click on a third-party link, The User will be directed to that third party's site. The Society strongly advise The User to review the Privacy Policy of every site The User visit.

The Society have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

## **Changes to this Privacy Policy**

The Society may update this Privacy Policy from time to time. The Society will notify The User of any changes by posting the new Privacy Policy on this page.

The Society will let The User know via email and/or a prominent notice on The Society App, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

The User 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.

## **Contact Us**

If The User have any questions about this Privacy Policy, The User can contact us by visiting this page on The Society The website: [www.alzoman.org](http://www.alzoman.org)