

PRIVACY POLICY

Welcome to Bewell. This Privacy Policy applies to our website at <https://bewell.vn>, the Bewell application (collectively referred to as the "Platform"), and related services, including online healthcare advisory services, the Bewell care chronic disease management program, and medication advance services (collectively referred to as the "Services"). Bewell is operated and controlled by Bewell Joint Stock Company (referred to as "Bewell," "Company," or "We").

Protecting personal data, building trust, and continuously improving user confidence are paramount to us. We are committed to safeguarding and respecting the privacy rights of our users and adhering to the provisions outlined in this Privacy Policy when handling user information. This policy explains how we collect, use, share, and process personal information when you use Bewell's Platform and Services. If you do not agree with this policy, please refrain from using our Platform.

I. INFORMATION WE COLLECT

1. Information You Provide to Bewell

Profile information: When you create a Bewell account, we collect information such as your name, email address, password, date of birth, gender, phone number, and any additional details you provide in your profile. You can also add profiles for family members.

Contact information: You may provide us with information through chat or video chat systems, medication advance requests, prescription and non-prescription medication purchases, purchases of other products on the Platform, email, or other means. This includes personal details like your name, date of birth, gender, address, delivery address, phone number, and email. It also encompasses documents and information related to consultations, purchases, and use of our Services, such as prescriptions, examination reports, symptoms, medical treatment recommendations, and insurance details.

2. Information We Automatically Collect

Location information: With your permission, we may collect precise location data when you use our Platform and Services to help you find the nearest pharmacy.

Device information: We collect information about the devices and software you use to access our Platform and Services, including IP address, web browser type, operating system version, phone manufacturer, installed applications, device identifiers, timezone settings, and advertising identifiers.

Usage information: We automatically receive data about how you interact with our Platform and Services, such as pages or content viewed, any content you submit, and the times and dates of your interactions.

Image and audio information: We may collect video, image, and audio data when you use our Services, including identifying objects, scenes, faces, physical attributes, sounds, and spoken language.

3. Information We Receive from Other Sources

Social media accounts: If you choose to register or log in to the Platform using your social media account (e.g., Facebook, Apple, Google), we may collect information such as your username, public profile information, and other details associated with that account.

Publicly available data or from authorized state agencies: We may receive information about you from public sources or government agencies, including mentions or references in direct messages, complaints, objections, requests, or feedback sent to us.

II. HOW WE USE YOUR INFORMATION

We may use your personal information for the following purposes:

1. **To Provide Services:** To communicate with you and deliver our Services, including sharing your information with healthcare advisory service providers, medication providers or pharmacies, and payment service providers as needed.
2. **To Operate and Improve our Services:** To manage, monitor, and enhance our Platform, including troubleshooting, data analysis, testing, research, statistical purposes, surveys, and gathering feedback.
3. **For Customer Support:** To address inquiries, suggestions, and complaints to improve service quality, and to conduct statistical analysis to develop and enhance our services based on your needs.
4. **For Security Purposes:** To maintain Platform security, protect your safety, verify identity when necessary, and prevent abuse, fraud, spam, and illegal activities.
5. **For Marketing and Communication:** To send promotional materials and communications about Bewell through the Platform, messages, or email.
6. **Legal Compliance:** To respond to legal requests, court orders, legal processes, and fulfill our legal obligations.
7. **Other Purposes:** With your consent or as otherwise permitted or required by law.

III. SHARING YOUR INFORMATION

In general, we do not share your personal information with external parties outside of Bewell. However, we may share your information in specific circumstances, such as:

1. **Service Providers:** To provide services to you, such as online doctor consultations, medication supply and delivery.
2. **Marketing and Analytics:** With advertising, marketing, and analytics agencies to help us understand the effectiveness of our advertising and promotional efforts.
3. **Legal Requirements:** To comply with legal processes, requests from law enforcement agencies, or government authorities.
4. **Third-Party Consent:** With third parties if you consent to receive information about their products and services.

5. **Service Providers:** With third-party service providers who assist us with delivery, payment processing, data analysis, marketing, and customer service.
6. **Web Analytics:** With web analytics tool providers, such as Google.
7. **Legal and Compliance:** As necessary for legal reasons or at your request.

IV. DATA RETENTION

We store customer personal data until you request its deletion. Your personal information is securely stored on Bewell's servers.

If you no longer wish to use Bewell's Platform or Services and want to permanently delete your account and related information, please contact us directly or email hello@bewell.vn for assistance.

V. YOUR RIGHTS AND CHOICES

You have rights regarding your information, including:

1. **Access and Correction:** The right to access and correct your personal information. Most profile information can be accessed and edited by logging into the Bewell app.
2. **Withdraw Consent:** The right to withdraw consent for processing your personal information.
3. **Data Sharing Limitations:** The right to request limitations on the use and disclosure of your personal information.
4. **Report Misuse:** The right to report misuse of your personal information.
5. **Complaints:** The right to lodge complaints with regulatory authorities.
6. **Other Rights:** Other rights as provided by applicable law.

If you have questions or concerns about how we handle your personal information, please contact us directly or email hello@bewell.vn for clarification.

VI. UPDATING OUR PRIVACY POLICY

We may update this Privacy Policy to reflect changes in our Services. We will date any changes to ensure you have the latest version. You can find the most recent update on our website. Changes are effective immediately upon posting on our website. By continuing to use the Platform and Services after changes are posted, you agree to the updated policy. If you do not agree with the updated policy, please stop using the Platform.