

Privacy Policy for Bookclinic

Effective Date: March 2, 2026

Website: www.bookclinic.ng

1. Introduction

Welcome to Bookclinic ("we," "our," or "us"). We are committed to protecting your privacy and ensuring that your personal and medical information is handled securely. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our mobile application, or use our medical booking services (collectively, the "Platform").

By using Bookclinic, you agree to the collection and use of information in accordance with this Privacy Policy and the Nigeria Data Protection Regulation (NDPR).

2. Information We Collect

To provide you with seamless access to healthcare, we collect the following types of information:

- **Personal Identification Information:** Name, email address, phone number, date of birth, gender, and home address.
- **Health and Medical Information:** Medical history, symptoms, appointment histories, lab test results, prescriptions, and notes provided by healthcare professionals through our Platform.
- **Financial Information:** We do not store your full credit card details. Payments are processed securely through our third-party payment gateways (e.g., Paystack, Flutterwave), who provide us with billing confirmation and masked card details.
- **Technical Data:** IP address, browser type, device type, operating system, and usage data (such as the pages you visit and time spent on the Platform).

3. How We Use Your Information

We use the information we collect strictly to provide and improve our services, including:

- To schedule, manage, and facilitate your appointments with hospitals, clinics, and diagnostic labs.
- To transmit relevant health information to the healthcare providers you choose to visit.
- To send you appointment reminders, test results, and platform updates.
- To process payments for medical services.
- To improve our Platform's user interface, security, and customer support.
- To comply with legal obligations and resolve any disputes.

4. How We Share Your Information

We will never sell your personal or medical data. We only share your information in the following circumstances:

- **Healthcare Providers:** We share your necessary personal and medical data with the specific doctors, hospitals, or labs you have booked through Bookclinic, so they can provide you with treatment.
- **Service Providers:** We may share data with trusted third-party vendors who assist us in operating our platform (e.g., secure cloud hosting, payment processors, SMS/email delivery services). These partners are bound by strict confidentiality agreements.
- **Legal Requirements:** We may disclose your information if required to do so by Nigerian law, court order, or governmental regulation.

5. Data Security

We implement state-of-the-art administrative, technical, and physical security measures to protect your data. This includes end-to-end encryption for health records, secure servers, and strict access controls for our staff. While we strive to use commercially acceptable means to protect your data, no method of transmission over the internet is 100% secure.

6. Data Retention

We retain your personal and health information only for as long as is necessary for the purposes set out in this Privacy Policy, or as required by Nigerian healthcare data retention laws. If you delete your account, we will securely erase or anonymize your data, except where we are legally required to retain it.

7. Your Rights (NDPR Compliance)

Under the Nigeria Data Protection Regulation, you have the right to:

- **Access:** Request a copy of the personal and health data we hold about you.
- **Correction:** Request that we correct any inaccurate or incomplete information.
- **Deletion:** Request the deletion of your personal data ("Right to be Forgotten"), subject to legal and medical retention requirements.
- **Withdraw Consent:** Withdraw your consent to our processing of your data at any time (this will not affect the lawfulness of processing based on consent before its withdrawal).

8. Cookies and Tracking Technologies

We use cookies to improve your experience on our website, analyze site traffic, and understand user behavior. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, some parts of our Platform may not function properly.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top. We encourage you to review this Privacy Policy periodically.

10. Contact Us

If you have any questions about this Privacy Policy, your rights, or how we handle your data, please contact our Data Protection Officer (DPO) at:

- **Email:** Admin@bookclinic.ng
- **Phone:** 09070708833
- **Address:** 88 Chris Efuyemi Onanuga St, Lekki Phase 1, Lagos, Nigeria

Terms and Conditions

Effective Date: March 2, 2026

Website: www.bookclinic.ng

1. Introduction and Acceptance of Terms

Welcome to Bookclinic. These Terms and Conditions ("Terms") govern your access to and use of the Bookclinic website, mobile application, and related services (collectively, the "Platform"). By creating an account, booking an appointment, or using our Platform, you agree to be bound by these Terms. If you do not agree to these Terms, you may not use our services.

2. Nature of Our Services (Not a Medical Provider)

Bookclinic is a technology company, not a healthcare provider. Our Platform facilitates the booking of medical appointments, lab tests, and health services by connecting users ("Patients") with independent third-party healthcare professionals, hospitals, clinics, and diagnostic centers ("Providers").

- **No Doctor-Patient Relationship with Bookclinic:** Using our Platform does not create a doctor-patient relationship between you and Bookclinic.
- **No Medical Advice:** Any content on the Platform is for informational purposes only and should not be considered medical advice, diagnosis, or treatment.
- **Medical Emergencies: DO NOT USE THIS PLATFORM FOR MEDICAL EMERGENCIES.** If you are experiencing a medical emergency, please call emergency services or visit the nearest hospital immediately.

3. User Accounts and Responsibilities

To use certain features of the Platform, you must register for an account.

- **Accuracy of Information:** You agree to provide accurate, current, and complete information during registration and when booking appointments. Providing false medical history or details may result in cancellation of services by the Provider.
- **Account Security:** You are responsible for maintaining the confidentiality of your account credentials. Bookclinic is not liable for any loss or damage arising from your failure to protect your account.
- **Age Restriction:** You must be at least 18 years old to create an account. Minors may only use the Platform under the supervision of a parent or legal guardian who assumes full responsibility.

4. Booking, Payments, and Cancellations

- **Bookings:** When you book an appointment through Bookclinic, your request is subject to the availability of the selected Provider.
- **Payments:** Fees for medical services or consultations are displayed on the Platform. Payments are securely processed through our third-party payment gateways. By providing payment information, you authorize us to charge the applicable fees.
- **Cancellations and No-Shows:** Bookclinic and its partner Providers maintain specific cancellation policies. If you cancel an appointment late or fail to show up ("no-show"), you may be subject to a cancellation fee or forfeit your booking payment, depending on the specific Provider's policy displayed at the time of booking.
- **Refunds:** Refunds are issued strictly in accordance with our Refund Policy and at the discretion of the healthcare Provider.

5. Limitation of Liability and Disclaimers

Please read this section carefully as it limits our legal liability.

- **Provider Actions:** Bookclinic is not responsible for the acts, omissions, negligence, or medical malpractice of any independent Provider you book through the Platform.
- **Quality of Care:** We do not guarantee the quality, accuracy, or outcome of any medical advice, consultation, or treatment you receive from a Provider. You assume all risks associated with receiving medical care from third-party Providers.
- **Platform Availability:** We strive to keep the Platform running seamlessly, but we do not guarantee that the Platform will be error-free, secure, or uninterrupted.
- **Maximum Liability:** To the maximum extent permitted by Nigerian law, Bookclinic's total liability for any claims arising out of these Terms or your use of the Platform shall not exceed the total amount you paid to Bookclinic for the specific booking in dispute.

6. Intellectual Property

All software, code, designs, logos, text, and graphics on the Platform are the exclusive property of Bookclinic and are protected by copyright and intellectual property laws. You may

not copy, modify, distribute, or reverse-engineer any part of the Platform without our prior written consent.

7. Termination

We reserve the right to suspend or terminate your account and access to the Platform at our sole discretion, without notice, for conduct that we believe violates these Terms, harms other users, or damages the reputation of Bookclinic.

8. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria, specifically the laws of Lagos State. Any dispute, controversy, or claim arising out of or relating to these Terms shall first be attempted to be resolved through amicable negotiation. If unresolved within thirty (30) days, the dispute shall be submitted to binding arbitration in Lagos, Nigeria, under the rules of the Lagos Court of Arbitration.

9. Changes to These Terms

We may update these Terms periodically to reflect changes in our business or legal requirements. We will notify users of significant changes. Your continued use of the Platform after changes are posted constitutes your acceptance of the new Terms.

10. Contact Information

If you have any questions or concerns regarding these Terms, please contact us at:

- **Email:** Admin@bookclinic.ng
- **Phone:** 09070708833
- **Address:** 88 Chris Efuyemi Onanuga St, Lekki Phase 1, Lagos, Nigeria

How Our "Skip the Queue" Feature Works

At Bookclinic, we believe your time is as important as your health. Our platform is designed to eliminate the standard, chaotic hospital waiting room experience. Here is how our priority access works:

- **Dedicated Time Slots:** When you book through Bookclinic, you are not just getting a date; you are locking in an exact, dedicated time slot with your chosen healthcare provider or diagnostic lab.

- **Seamless Check-In:** Your details, payment status, and medical history (if provided) are transmitted securely to the hospital *before* you arrive. You bypass the standard administrative bottlenecks and registration queues.
- **The "VIP" Arrival:** To fully benefit from our priority access, we require patients to arrive at the facility at least **15 minutes before** their scheduled appointment time to complete any final, on-site verification.
- **The Emergency Exception (Legal Disclaimer):** While Bookclinic guarantees your priority booking with the facility, medical environments are unpredictable. In rare cases of severe medical emergencies at the hospital, medical staff are legally and ethically required to prioritize critical care (triage). If your appointment is delayed due to an unforeseen hospital emergency, your slot remains valid, and you will be seen as the absolute next priority.