

PERSONAL DATA PROTECTION NOTICE (ALSO KNOWN AS “PRIVACY POLICY”)

- Mediezy Pte Ltd’s Personal Data Protection Notice (also known as “Privacy Policy”)
- This Personal Data Protection Notice (“Notice”) is published on 1 Oct 2025 (“Effective Date”).
- This Data Privacy Notice is applicable to Mediezy Pte Ltd and its subsidiaries in Singapore (“Mediezy”, “our”, “we” or “us”). Where personal data is processed in Singapore, only the Singapore Personal Data Protection Act 2012 (“PDPA”) shall apply.
- This Notice applies to the Processing of your personal data by us. It explains how we Process your personal data when you interact with us.
- This Notice may be updated from time to time, with amendments to the PDPA or to provide you with additional information. We strongly encourage you to read this Notice.
- Mediezy participates in the Singapore’s National Electronic Health Records System (NEHR) and authorised by MOH to access to the information in the NEHR. When you seek medical treatment or related services at any Mediezy and our customer’s facility, via our teleradiology services or via our customers, your personal data may be accessed via, used and/or disclosed to the NEHR.
- For more information about the NEHR, including rights available to you as a patient, please refer to <https://www.synapxe.sg/healthtech/national-programmes/national-electronic-health-record-nehr/>.

1. Personal Data

1.1 In this Data Privacy Notice, “Personal Data” refers to any data, including any sensitive personal data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which Mediezy have or are likely to have access, including data in our records as may be updated from time to time.

1.2 For the context of this Data Privacy Notice, examples of such “Personal Data” you may provide to us include (depending on the nature of your interaction with us) your name, NRIC, passport or other identification number, telephone number(s), mailing address, email address, any personal data consisting of information as to your physical or mental health or condition, your political opinions, your religious beliefs or other beliefs of a similar nature, and any other information relating to any individuals which you have provided to Mediezy in any forms you may have submitted, or via other forms of interaction with you.

2. How do we collect Personal Data?

During our interactions with you, we may obtain Personal Data about you to fulfill a statutory or contractual requirement, or is required to perform or enter into a contract with you. In this case, you are obliged to provide your Personal Data. If you do not provide your Personal Data to us, we may not be able to accomplish some of the purposes outlined in this Notice.

In other cases, decision to provide us your Personal Data may be optional.

We collect Personal Data from you in the following ways:

1. directly:

- when you create an account, register with us and/or submit any form to us or benefit from our services;
- when you disclose Personal Data in face-to-face meetings, telephone conversations, emails and/or over any registration, communication or messaging platforms with our teams;
- when you sign up for our marketing and promotional communications and/or any initiatives;
- when you interact, communicate with us and/or leave comments on our websites, mobile applications or social media platforms;
- when you enter into an agreement, partnership, collaboration and/or provide any other documentation or information in respect of your interactions, engagement and/or relationship with us;
- when you visit and/or are within our premises and your images are captured by us via CCTV cameras, photographs or videos taken by us or our representatives, agents, services providers or affiliates when you attend any of our events;
- when you submit application for employment, internship, attachment, education or accreditation;
- when you make available your Personal Data to us for any other reason;

2. indirectly:

- when we seek and receive your Personal Data in connection with your interaction, engagement and/or relationship with us (including, but not limited to, for our products and services or work, education and accreditation applications) from other data sources;
- when we receive your Personal Data from other medical service providers (whether related or third party);
- when we receive your Personal Data from third parties who wish to seek to confer a benefit on you (e.g., your employer or insurer);
- if you act as an intermediary or are supplying us with Personal Data and information relating to a third-party/other individual (such as a Relative⁴, friend, colleague, patient, employee, etc.), you undertake that you have obtained all necessary consents from such third-party/other individual for Processing of their Personal Data by us;

- as we are collecting third-party/other individual's Personal Data from you, you undertake to make such third-party/other individual aware of all matters listed in this Notice by referring them to our website or informing them of the contents of this Notice; and/or
- any other information which we may collect from other sources.

3. Purposes for the Collection, Use, Process and Disclosure of Your Personal Data

3.1 Personal Data may be collected, used, transferred or otherwise Processed for one or more of the following purposes:

- Provision of teleradiology services purposes: For Processing necessary teleradiology ,e.g. Medical imaging is used to capture images of various parts of the human body for diagnostic and treatment purposes.
- Business Purposes: These are legitimate purposes as appropriate to conduct our business. These include Processing necessary for the performance of contractual obligations, invoicing, billing and account management of Individuals, customer service and support, finance and accounting, research and development, internal management and control, and any other reasonably related activities.
- Human resources and personnel management: This includes Processing necessary for the performance of an employment or other contract with an employee (or to take necessary steps at the request of an employee prior to entering into a contract), or for managing the employment-at-will relationship.
- Health, safety and security: For Processing necessary to ensure occupational safety and health, the protection of our assets, your verification and your access rights and its status;
- Compliance with legal and regulatory obligations: For Processing necessary for compliance with a legal or regulatory obligation to which we are subject;
- Marketing and Promotion: We may, when Processing Personal Data for marketing communications and/or promotions, either by : obtain your consent; and/or offer you opportunity to not proceed with the processing and/or to choose not to receive such communications.

3.2 If you wish to withdraw consent to receive such materials, please contact us (contact details provided below).

3.3 Secondary Purposes: Processing of Personal Data (including previously collected data) for secondary purposes such as:

- transferring the Personal Data to an archive;
- conducting internal audits or investigations;
- implementing business controls;
- conducting statistical, historical or scientific research as required for our business operations;
- preparing or engaging in dispute resolution;
- using legal or business consulting services;

- managing insurance or other benefits related issues; and/or
- creating de-identified, aggregated and/or anonymised data from Personal Data from which you would not be identifiable, through removal of identifiable components, obfuscation, pseudonymisation, anonymisation, or any other means for purposes including, but not limited to (a) enhancing security; and/or (b) for further processing, aggregation, analysis (of the anonymised data that no longer contains your Personal Data only), for optimisation of patient care and improvement of healthcare services, products and research and developments which may include transferring such anonymised data to our affiliates and business partners in Singapore or abroad, for such purposes.
- Any other reasonably related purposes.

3.4 Exceptions: Some of our obligations under this Notice may be overridden if, under the specific circumstances at issue, a pressing legitimate need exists that outweighs your interest. Such a situation exists if there is a need to protect our Business Interests including:

- the health, security or safety of individuals;
- our intellectual property rights, trade secrets or reputation;
- the continuity of our business operations;
- the preservation of confidentiality in a proposed sale;
- merger or acquisition of a business;
- the involvement of authorised advisors or consultants for business, legal, tax, or insurance purposes.
- prevent or investigate suspected or actual violations of
- law (including cooperating with law enforcement);
- contracts; and/or our policies.
- contribute to and support national health initiatives, including but not limited to: National Electronic Health Record (NEHR) system; HealthierSG Programmes; and/or Primary Care Network (PCN) related initiatives.
- otherwise protect or defend us, our personnel's or other individual's rights or freedoms.

4.0 Sharing your Personal Data with others

4.1 Your Personal Data may be shared with our employees, representatives and/or affiliates.

4.2 Access to Personal Data, will be limited to those who have a need to know the information for the purposes described in this Notice.

4.3 From time to time, we may need to share your Personal Data with external parties, which may include the following:

- service providers, vendors, suppliers: we contract with authorised external parties or companies that provide products and services to us necessary for our operations
- business and collaboration partners:
 - we work with accredited doctors and specialists including, but not limited to, their clinic personnel and administrators, our corporate clients and/or partners (and their appointed service providers and/or customers),
 - education and research institutes;
 - public and governmental authorities: when required by law, in support of government initiatives or community programs,
 - or as necessary to protect our rights, we may share your Personal Data with public and governmental authorities that regulate or have jurisdiction over us;
- professional advisors and others: we work with and receive support from certain professional advisors such as banks, insurance companies, auditors, lawyers, accountants, and payroll advisors, consultants; and/or other parties in connection with corporate transactions: we may also, from time to time, share your Personal Data in the course of corporate transactions, such as during a sale of a business or a part of a business to another company, or any reorganisation, merger, joint venture, or other disposition of our business, assets, or stock.
- As appropriate, we will contractually protect and safeguard your interests at a similar level of protection as provided by us.

5. Ensuring accuracy of Personal Data

5.1 We strive to maintain Personal Data in a manner that is accurate, complete and up-to-date. The Personal Data you provide to us must be accurate, complete and up-to-date, and you must inform us of any significant changes to such Personal Data provided by you. Furthermore, if you act as an intermediary or are supplying us with Personal Data and information relating to a third-party/other individual, please note that you need to ensure that such Personal Data is collected in compliance with the PDPA. For example, you should inform such third-party/other individual about the contents of this Notice.

6. Use of Cookies, Web Beacons, and Similar Technologies

6.1 When you visit or interact with our sites (<https://mediezy.com.sg/home/>), services, we or our authorized service providers may use cookies, web beacons, and other similar technologies for collecting and storing information to help provide you with a better, faster, and safer web experience.

6.2 The information collected by us or our authorised service providers may recognise a visitor as a unique user and may collect information such as how a visitor arrives at our sites, what kind of browser a visitor is on, what operating system a visitor is using, a visitor's IP address and a visitor's click stream information and time stamp (for example, which pages they have viewed, the time the pages were accessed and the time spent per web page).

6.3 The use of cookies, web beacons and similar technologies by us has different functions. They are either necessary for the functioning of our services, help us improve our performance, or serve to provide you with extra functionalities. They may also be used to deliver content that is more relevant to you and your interests, or to target advertising to you on or off our sites.

6.4 We offer certain site features and services that are available only through the use of these technologies. You are always free to block, delete, or disable these technologies if your browser so permits. However, if you decline cookies or other similar technologies, you may not be able to take advantage of certain site features or services tools.

7.0 Retaining your Personal Data

7.1 Mediezy keep your Personal Data as long as we need to fulfil the purposes for which it has been collected. We retain Personal Data only:

- for the period required to serve applicable Business Purpose;
- to the extent necessary to comply with an applicable legal and/or regulatory requirement; and/or
- as advised by Singapore laws.

7.2 Promptly after applicable retention period has ended, your Personal Data will be appropriately:

- disposed; and/or
- de-identified

8.0 How do we protect your Personal Data

8.1 Mediezy is committed to maintaining the security of the Personal Data processed and restrict the Processing of Personal Data to those data/information that are reasonable, adequate for, and/or relevant to the purposes described under this Notice.

8.2 To protect your Personal Data, we take appropriate measures, and we also require external parties to whom we disclose your Personal Data to, to protect the confidentiality and security of your Personal Data. Depending on the state of the art, the costs of implementation and the nature of the data/information to be protected, we have put in place physical, technical and organisational measures to prevent risks such as unauthorised access, collection, use, disclosure, copying, modification, disposal or loss.

8.3 If you have any reason to believe that your interaction with us is no longer secure, please contact us (contact details provided below).

9. Third-Party Sites

9.1 Mediezy's Platforms may contain links to other websites operated by third parties. However, we are not responsible for the data protection practices of such third-party websites even though some of these third-party websites may be co-branded with our logo or trademark.

9.2 Once you have left our Mediezy's Platforms, you should check the applicable data privacy notice of the third-party website to determine how they will handle any information they collect from you.

10. Contacting Us on the Withdrawal of Consent, Access and Correction of your Personal Data

10.1 If you:

- a. have any questions or feedback relating to your Personal Data or our Data Privacy Notice;
- b. would like to withdraw your consent to any use of your Personal Data as set out in this Data Privacy Notice;
- c. would like to inform us of changes to your Personal Data or obtain access and make corrections to your Personal Data records; or
- d. would like to lodge a complaint regarding the collection, use, process and disclosure of your Personal Data;

please contact us as follows:

Contact Us Telephone : +65 6387 2430

Write to our Data Protection Officer at:

Data Protection Officer - Mediezy Pte Ltd

1 Irving Place, #08-10, The Commerze@Irving, S(369546)

10.2 We will do our best to respond to you within a reasonable time and no longer than 30 days from the date we receive your inquiry, request, feedback or complaint.

Also, we reserve the right to charge a minimal fee to attend to any data access requests as permitted by the relevant personal data protection laws applicable.

10.3 Please note that if your Personal Data has been provided to us by a third party (e.g. a general practitioner or your employer), you should contact that organisation or individual, to make such queries, complaints, and access and correction requests to Mediezy on your behalf.

10.4 If you withdraw your consent to any or all use of your Personal Data, depending on the nature of your request, Mediezy may not be in a position to continue to provide its products and services to you, or administer any contractual relationship in place, which in turn may also result in the termination of any agreements with Mediezy, and your being in breach of your contractual obligations or undertakings. Mediezy's legal rights and remedies in such event are expressly reserved.

10.5 If we have not received any response from you in withdrawing your consent to Mediezy collecting, using, processing and disclosing your Personal Data as set out above, we reserve the right to assume that you consent to and agree with the terms set out above.

11. Governing Law

This Data Privacy Notice shall be governed in all respects by the laws of Singapore.

12. Updates to Notice

12.1 We may revise this Notice from time to time. Any changes will become effective as on the Effective Date, when we post the revised Notice on our website. You are strongly advised to review this Notice periodically for any changes.