

## RemedyGo — Privacy Policy

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Last Updated: 11 / 11 / 2025

### 1. Introduction

RemedyGo (“we”, “the App”) is a mobile application developed to help users easily track their medications.

This privacy policy explains which personal data we collect, why and how we process them, with whom we share them, and the rights you have as a user.

By using the App, you acknowledge that you have read, understood, and accepted this policy.

### 2. Data Collected and Data Minimization

RemedyGo only collects the data necessary to provide its service:

- Name and Surname (optional, for display purposes)
- Email address (for account creation, verification, notifications, and support)
- Medication records (entered by the user, including medication name, dosage, schedule, stock information, and family member records)

The App does not automatically access location, camera, contacts, SMS, or media files.

### 3. Visibility of Medication Data

Medication records are created only by the user and can be viewed only by authorized family members within the app.

Data is never made public or shared with unauthorized third parties.

### 4. Purpose of Data Use

Collected data is used for the following purposes:

- Creating medication tracking and reminders
- Account verification and user support
- Creating anonymous statistics to improve performance and security

Legal basis for processing: These processes are carried out in accordance with Articles 5 and 6 of the Turkish Personal Data Protection Law (KVKK), based on the performance of the user agreement, explicit consent, or legal obligations.

### 5. Third-Party Service Providers

Data may be shared only with service providers necessary for the app’s technical operation. For example:

- Data hosting and authentication: Appwrite or equivalent infrastructures
- Communication and security: Cloudflare, email services, or similar providers

These service providers process data solely on our behalf; no marketing, sales, or advertising sharing is performed.

Data is not transferred to third parties except when legally required.

#### 6. Data Retention and Account Deletion

User data is securely stored as long as the account remains active.

When the account is deleted, all data is permanently erased or anonymized. Backup data is automatically deleted when the backup period expires.

Users can delete their accounts via the “Delete My Account” option within the app or by sending an email to support@bitapsocial.xyz.

Data is stored on secure servers located in Turkey or the European Union and is not transferred abroad.

#### 7. Security Measures

Your data is encrypted during transmission with TLS and protected against unauthorized access during storage.

The App takes reasonable technical and administrative measures to prevent security vulnerabilities, including access controls, encryption, logging, and regular security testing. However, absolute digital security cannot be guaranteed.

#### 8. Data Breach Notification

If unauthorized access or a data breach is detected, users and relevant authorities will be notified in accordance with applicable law.

Corrective security measures will be applied immediately.

#### 9. Medical Disclaimer

The App is designed solely to help users track their own medications.

The information provided is not medical advice.

Always consult a healthcare professional before making any changes to your medication or dosage.

#### 10. Limitation of Liability and Indemnification

The App does not guarantee the accuracy or completeness of its content.

Users are responsible for the accuracy of the information they provide.

Liability for damages arising from third-party services or technical issues is limited by applicable law.

#### 11. User Rights

Under the Turkish Personal Data Protection Law (KVKK) and related regulations, users have the following rights:

- Access their personal data
- Request correction of inaccurate or incomplete data
- Request deletion or restriction of processing
- Request data portability to another service provider

Requests can be sent to support@bitapsocial.xyz.

## 12. Children

The App is not directed toward individuals under 18 years of age.

Personal data of children should not be entered without parental consent.

If it is discovered that a child's data has been mistakenly processed, it will be deleted upon request.

## 13. Policy Updates

This privacy policy may be updated when necessary.

Significant changes will be communicated via the app or by email.

Updated versions will be published with a version number or update date and become effective upon publication.

## Short User Consent Text

RemedyGo only collects your name, surname, email address, and medication records you enter.

This information is used solely for medication tracking and reminder purposes and is not shared with third parties.

The information in the App does not constitute medical advice.

I have read, understood, and voluntarily accepted the Privacy Policy.