

## Privacy Policy

Effective from July 2023

This document constitutes the Privacy Policy of LAD S.A. (hereinafter referred to as LAD, "the Controller" or "the company" interchangeably), which regulates the processing of users' personal data, the scope, and the rights of the data subjects.

LAD's Privacy Policy applies to all users of LAD, even if they are not properly registered (hereinafter referred to as "Users"). Other definitions used in LAD's Terms and Conditions are applicable in this Privacy Policy. Through our Privacy Policy, we inform you, as a User of LAD, about how the company collects and processes your personal information, and about the actions you can take regarding the use of your Personal Data.

### 1. Definitions:

a. **Personal Data:** Any information regarding identified or identifiable natural persons or legal entities. In simple terms, all information related to a person that allows identification (name, surname, ID number, passport, date of birth, medical data, health insurance, sex, etc.).

b. **Sensitive Data:** Personal data revealing racial or ethnic origin, political opinions, religious, philosophical, or moral beliefs, union membership, and information related to health or sexual life.

c. **Personal Data Processing:** Systematic operations and procedures, whether electronic or not, that allow the collection, conservation, arrangement, storage, modification, relation, evaluation, blocking, destruction, and general processing of personal data, as well as its transfer to third parties through communications, inquiries, interconnections, or transfers.

d. **Data Subject:** Any natural person or legal entity whose data is subject to processing. In this case, the User of the service is the data subject.

e. **Data Controller:** LAD is the Controller of all data collected through its mobile app or its website [www.llamandoaldoctor.com](http://www.llamandoaldoctor.com) or other future means made available to users. LAD S.A.S is a legally incorporated company in the Oriental Republic of Uruguay, with RUT No. 218918230018 and its registered address at Treinta y Tres 1271, Montevideo. The database where the user data is stored and processed is located in the United States, on Amazon Web Services servers, the most recognized global data storage and processing company.

f. **Service Funders:** Organizations that fund the LAD service for their clients,

users, members, or associates.

## 2. Data Collection

In compliance with current data protection regulations, particularly:

- Argentina's Law No. 25.326 on personal data protection, its regulatory decree 1558/01, and related regulations (the "LPDP Argentina"),
- Regulation (EU) 2016/679 of the European Parliament and Council of April 27, 2016, concerning the protection of natural persons with regard to the processing of personal data and the free movement of such data (the "GDPR"),
- Brazil's General Data Protection Law, Law No. 13.709 (the "LGPD"),
- Mexico's Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP),
- Colombian Law on the Protection of Personal Data No. 1581,

Llamando al Doctor collects personal data when the user:

- (i). Completes forms on <https://app.llamandoaldoctor.com> ("Site"), the app, and/or the company platform;
- (ii). Responds to a survey;
- (iii). Sends an email or communicates by phone, which is then uploaded to the appropriate forms.

**What we collect or may collect:** LAD may collect or request the following data:

- Name and surname
- National Identity Document
- Passport
- Sex
- Date of Birth
- Medical coverage / Health insurance and affiliate number

- Email address
- Phone number
- Password
- Family members enrolled in a family plan
- Specialty and reason for consultation
- Medical records, including clinical history
- Description of the consultation
- Data related to your ailments or medical consultations
- Type of device used to access the service
- Web browser type
- Operating system
- Your voice and image (consultations may be recorded)
- Consultation times
- Consultation duration
- Presumptive diagnosis
- Medical progress
- Medical test results
- Resolution of consultations

3. **Purposes of Collection:** The data we collect will be used solely and exclusively for the following purposes: a. For your identification, creation of a user ID, and subsequently to provide the services offered by LAD.

b. To provide useful information to the medical professional who will attend to you and/or assist with your consultation, thus facilitating a better diagnosis or medical advice.

c. Data related to your device, browser, and operating system are necessary to tailor the

service to provide you with the best user experience. It also allows us to analyze access trends and plan improvements to continually enhance service quality.

d. The consultation time, duration, and the description of your consultation or selected medical specialty are necessary for LAD to bill the services provided to the funder (health insurance, prepaid medicine, or whoever finances the service).

e. All data entered by the medical professional regarding your consultation and overall health status will form your LAD medical records, which will be stored on our servers or those we contract. They will always be available to you and to the medical professionals working with LAD for future consultations, and may also be shared with health funders (prepaid health companies, health insurance, mutual societies, and similar entities) for medical treatment, benefit claims, statistical purposes, or quality control.

f. Your contact data may be used to send promotional information, marketing, and advertisements of products and/or services from the Company and/or newsletters or other formats, always with an option for you to unsubscribe.

g. For analysis and tracking of how LAD is used for business, statistical, quality control, or promotional purposes.

h. To use various tools created by LAD to deliver the services more effectively and relevantly to you.

The company will use the data provided by the user, geographic data, and information collected and stored according to the provisions of these Privacy Policies and current regulations, and will not disclose it except as required by judicial or competent authority.

#### **4. Disclosure of Data to Third Parties**

The data subject gives their express and informed consent for LAD to disclose their personal data to service funders and to LAD's medical and administrative staff. In all cases, LAD may provide funders with information regarding the number of consultations conducted and the medical specialty selected. LAD will only share data from your medical records with health funders (prepaid health companies, health insurance, mutual societies, and similar entities) and/or when required by judicial or competent authority.

The data subject may at any time revoke their consent for the disclosure of their data, which will result in the immediate suspension of the service, as the disclosure is essential for LAD to properly bill the funders for services actually used by their clients.

#### **5. International Data Transfer**

The data subject gives their express and informed consent for LAD to transfer their data to the United States for the purpose of providing the best service, using Amazon Web

Services servers, which will never have access to their data.

## **6. Security**

LAD takes the security of your data very seriously and implements the most stringent international security standards required.

The Site may contain links to third-party sites, with or without advertising content, whose privacy policies are unrelated to Llamando al Doctor. Linked sites have no relation to Llamando al Doctor, and their existence does not imply any suggestion, invitation, or recommendation to visit the destination sites, nor any link or association between Llamando al Doctor and those sites. Llamando al Doctor is not responsible for and will not be liable for the content, use, and activities of these linked websites, nor for any damages, whether current or potential, material or moral, direct or indirect, that users may suffer from the information contained on such sites or from the relationships users may establish with third parties whose services were published on the Site.

## **7. Access Right**

The data subject can access their profile data directly from the app by logging in with their username and password and selecting the “Home” option. The medical records are also available and can be requested via email at [contacto@llamandoaldoctor.com](mailto:contacto@llamandoaldoctor.com). For other data collected by LAD, to exercise the access right, the data subject should send an email to [contacto@llamandoaldoctor.com](mailto:contacto@llamandoaldoctor.com) with the subject “Access Right,” from the email they initially registered, specifying the method by which they would like access (email, postal mail, in-person delivery, phone).

## **8. Rectification Right**

If any of the data collected by LAD is incorrect or outdated, the data subject can update it by sending an email from the email they initially registered to [contacto@llamandoaldoctor.com](mailto:contacto@llamandoaldoctor.com), specifying the data to be rectified. LAD may request proof of the data that needs to be rectified at any time.

## **9. Right to Erasure**

At any time, the data subject has the right to request the erasure of their personal data, except for medical records, which must remain in LAD's custody for the period required by local regulations. Erasure of profile data will result in the cancellation of the service. However, LAD may retain certain data necessary for billing purposes for a period of 3 years to allow for funder audits.

The data subject may at any time exercise the rights of access, rectification, cancellation, opposition, limitation of processing, portability, confidentiality, and erasure regarding their personal data, in accordance with Articles 15 and following of the GDPR, the LPDP Argentina, the LGPD, the provisions of the LFPDPPP, as applicable. These rights may be exercised by the user through an email sent to [contacto@llamandoaldoctor.com](mailto:contacto@llamandoaldoctor.com) or by any method provided in

the applicable regulations mentioned above. Llamando al Doctor may request the necessary data to verify the identification of the data subject.

#### **10. Consent**

By reading and accepting this Privacy Policy, the data subject gives their express and informed consent for the collection and processing of their personal data to the extent and under the terms set forth herein.

#### **11. Modifications**

LAD may modify these policies at any time. In the event of any modifications, LAD will make information about the changes available to all its users, and users will need to re-accept the new policies by giving their consent for the processing of their personal data. If the user does not wish to provide consent to a modification of this policy, they will not be able to continue using the service, and in that case, their personal data will be permanently deleted, except for the necessary data for billing purposes, as well as medical records.

For any questions regarding these policies, we provide the following contact method:  
[contacto@llamandoaldoctor.com](mailto:contacto@llamandoaldoctor.com)