

# LEGAL NOTICE

Medibook Platform  
Last updated: March 2026

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## # 1. Website Publisher

The Medibook platform (<https://medibook.app/>) is operated and published by **Medibook Pte. Ltd.**, a private limited company incorporated under the laws of the Republic of Singapore.

Registered Office:

[Company Address – To be completed]

Company Registration Number:

[Registration Number – To be completed]

The publication director of the Website is the legal representative of Medibook Pte. Ltd.

The Medibook platform provides digital services enabling healthcare professionals and patients to manage medical appointments and related healthcare interactions.

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## # 2. Website Hosting and Domain Name

The Website and associated services are hosted on cloud infrastructure provided by [Google Cloud](#).

The hosting infrastructure used by the Medibook platform is located in the Singapore region and operated by Google Cloud.

Google Cloud provides secure cloud infrastructure services including computing, storage, networking, and database services used for the operation of the Medibook platform.

The domain name **medibook.app** is registered through [Hostinger](#), which acts as the domain registrar.

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## # 3. Health and Personal Data Processing

Medibook may process personal data, including health-related information, in order to provide its services to healthcare professionals and patients.

Such processing may include the collection and management of appointment data, patient information, professional profiles, and related healthcare administrative information.

These data processing activities are carried out in compliance with applicable data protection laws, including the [Thailand Personal Data Protection Act](#) and other applicable regulations.

Medibook implements appropriate technical and organizational measures designed to ensure the confidentiality, integrity, and security of personal data processed through the platform.

For more information regarding how personal data is collected, used, and protected, users are invited to consult the **Personal Data Protection Policy** of Medibook.

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## # 4. Intellectual Property

All elements available on the Website, including but not limited to text, graphics, logos, icons, images, software components, source code, and design elements, are protected by applicable intellectual property laws.

Unless otherwise stated, these elements are the exclusive property of Medibook Pte. Ltd.

Any reproduction, representation, modification, distribution, publication, or exploitation of any part of the Website or its content without prior written authorization from Medibook is strictly prohibited.

Unauthorized use of the Website or its content may result in legal action.

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## # 5. Limitation of Liability

Medibook makes reasonable efforts to ensure that the information and services available on the Website are accurate, reliable, and up to date.

However, Medibook does not guarantee that the Website will operate without interruption, error, or technical malfunction.

Medibook cannot be held liable for:

- Temporary unavailability of the Website
- Technical issues beyond its reasonable control

- Improper use of the Website by users
- Content or services provided by third parties
- Loss of data caused by external events or force majeure

Users acknowledge that access to and use of the platform are performed under their own responsibility.

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## **# 6. Platform Role**

Medibook acts solely as a technology provider offering digital tools that enable healthcare professionals and patients to connect and manage appointments.

Medibook does not employ healthcare professionals and does not control the content of medical consultations or healthcare services provided through the platform.

Healthcare professionals remain fully independent and solely responsible for:

- the medical information they provide
- the consultations they conduct
- compliance with professional and regulatory obligations

Medibook does not intervene in the medical relationship between healthcare professionals and their patients.

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## **# 7. Medical Disclaimer**

The Medibook platform is not a healthcare provider and does not provide medical advice, medical diagnosis, or medical treatment.

The platform only provides digital tools that facilitate the management of healthcare appointments and related administrative services.

Healthcare professionals remain solely responsible for the medical services they provide and for all medical decisions relating to their patients.

Medibook cannot be held responsible for the quality, accuracy, or outcome of medical consultations performed by healthcare professionals using the platform.

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## # 8. Cybersecurity and Service Availability

Medibook implements industry-standard technical and organizational measures intended to protect the platform and the data processed through it.

Despite these efforts, no digital service can guarantee absolute security or uninterrupted availability.

Medibook cannot be held liable for damages resulting from:

- cyberattacks
- unauthorized access to systems
- network interruptions
- infrastructure failures
- events beyond its reasonable technical control

Users are responsible for maintaining the confidentiality of their account credentials and for ensuring secure access to their devices.

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## # 9. Cybersecurity and Service Availability

In compliance with applicable digital service regulations, Medibook provides a dedicated contact point for communications with public authorities and legal entities.

Authorities and regulatory bodies may contact Medibook at the following email address:

[contact-dsa@medibook-pro.com](mailto:contact-dsa@medibook-pro.com)

This contact point is intended exclusively for communications with competent authorities regarding legal or regulatory matters.

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## # 10. Contact for Authorities and Legal Inquiries

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## **# 11. Update to the Legal Notice**

Users of the Medibook platform may contact Medibook through the support channels provided on the platform.

Support requests may be submitted through the Medibook website or through the official support contact form available on the platform.

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## **# 12. Applicable Law and Jurisdiction**

This Legal Notice shall be governed by and construed in accordance with the laws of the Republic of Singapore.

Any dispute relating to the use of the Medibook platform shall fall under the jurisdiction of the competent courts of Singapore, unless otherwise required by applicable law.

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