

MEDIBOOK PERSONAL DATA PROTECTION POLICY

Medibook Pte. Ltd.

Last updated: March 2026

1. Introduction

This Personal Data Protection Policy explains how Medibook Pte. Ltd. ('Medibook') collects, uses, stores, and protects personal data when providing the Medibook healthcare platform. This policy is designed to comply with the Thai Personal Data Protection Act (PDPA) and other applicable data protection regulations.

2. Data Controller

Company: Medibook Pte. Ltd.

Contact for legal authorities: contact-dsa@medibook-pro.com

Medibook acts as the data controller for personal data processed through the platform.

3. Categories of Personal Data Collected

Category	Examples	Purpose
Identification Data	Name, surname, professional title	User identification and account management
Contact Information	Email address, phone number	Communication and notifications
Professional Information	Medical specialty, clinic information	Healthcare professional profile management
Appointment Information	Appointment date, consultation type	Scheduling and appointment management
Health Data	Medical notes, prescriptions, consultation details	Healthcare service delivery

Technical Data	IP address, browser, device information	Security, diagnostics, and fraud prevention
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4. Categories of Users

User Category	Description
Patients	Individuals booking and attending healthcare appointments through Medibook
Healthcare Professionals	Doctors and medical professionals managing appointments and patient information
Medical Establishments	Clinics and healthcare facilities registered on the platform

5. Legal Basis for Processing

Processing Activity	Legal Basis
User registration	Contractual necessity
Appointment scheduling	Contractual necessity
Medical data processing	Healthcare service provision and explicit consent
Security monitoring	Legitimate interest

6. Data Retention Periods

Data Type	Retention Period
User account data	Stored for the duration of the account
Appointment history	Retained according to healthcare regulatory requirements
System logs	Up to 12 months for security monitoring

7. Data Security Measures

Medibook implements technical and organizational security measures including authentication controls, secure cloud infrastructure, access management, and monitoring tools to protect personal data against unauthorized access, loss, or disclosure.

8. Technologies and Service Providers

Technology / Service	Purpose
Google Cloud Platform	Primary cloud infrastructure hosting the Medibook platform
Firebase / Firestore	Backend services and database infrastructure
React.js / Next.js	Frontend web application framework
Flutter	Mobile application framework
Google Maps	Location services for healthcare providers
Sentry	Error monitoring and debugging
Google Analytics	Website usage analytics
Hostinger	Domain and infrastructure services
n8n	Workflow automation and integration services
Vercel	Web deployment infrastructure
GitHub	Source code management and version control
Atlassian (Jira, Confluence)	Project management and collaboration tools

9. International Data Transfers

The Medibook platform may process personal data using cloud infrastructure located outside Thailand, including data centers operated in Singapore. Such transfers are conducted in accordance with applicable data protection laws.

10. Data Subject Rights

Right	Description
Right of Access	Request information about personal data held by Medibook
Right to Rectification	Request correction of inaccurate personal data
Right to Erasure	Request deletion of personal data where legally applicable
Right to Restrict Processing	Limit processing of personal data in certain circumstances

11. Cookies and Tracking Technologies

The Medibook platform may use cookies and analytics technologies, including Google Analytics, to improve platform functionality, analyze usage patterns, and enhance user experience.

12. Policy Updates

Medibook may update this Personal Data Protection Policy to reflect changes in legal requirements, technology, or operational practices.