

Privacy & Data Protection Policy

LifeCare Hospitals is committed to safeguard your privacy and personal data. This policy explains how we gather, use, process, and protect your personal information in compliance with applicable laws and regulations, such as the Data Protection Act of 2019.

Information We Collect:

We may collect personal information from you, including your name, email address, phone number, and any other personal information you voluntarily provide to us. We may also collect non-personal information, such as your IP address and browser type, through cookies or other tracking technologies with your consent.

When offering our services to you, we may also collect sensitive data that are subject to regulations, such as those under the Ministry of Health, Kenya, and other relevant government bodies.

How We Use Your Information:

We may use your personal information to:

- Reach out to you to for feedback our provision of service
- Respond to your inquiries, requests, or other relevant matters
- Provide you with the services you have requested
- Improve and customize our services
- Comply with legal obligations or protect our legal interests
- Prevent, investigate, and address fraud, security, or technical issues
- Analyze the data to enhance the services we offer, such as but not limited to clinical care

Sharing Your Information:

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except in the following situations:

- We may share your information with our service providers and business partners who help us provide the services you have requested, such as insurance for validation and verification purposes
- We may share your information with government authorities, law enforcement officials, or other third parties as required by law, legal process, or to address legal issues

Retaining Your Information:

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is permitted and or required by law.

Protecting Your Information:

We have implemented suitable technical and organizational measures to protect your personal information from unauthorized or unlawful access, use, or disclosure. Please note that no security system is entirely foolproof.

Your Rights:

Privacy & Data Protection Policy

You have the right to access, correct, and erase your personal information, as well as the right to object to or restrict its processing. You also have the right to file a complaint with us if you believe your rights have been violated. To exercise your rights, please contact us using the contact information provided below.

Testimonial Release:

By consenting, you allow LifeCare Hospitals to use and disclose the information in your testimonial and may be distributed to the public.

You have the right to revoke this release at any time by providing written notice of your revocation and submitting it to: info@lifecarekenya.com

Revocation of the release will not affect any action LifeCare Hospitals took in reliance on the release before receiving revocation.

Consent to Release:

You irrevocably authorize Lifecare Hospitals to use (copy, exhibit, publish or distribute) the testimonial and any information contained therein in its media/public relations efforts or for any other lawful purpose.

You understand and approve the disclosure of testimonial information to the media and other individuals and entities that may be involved in the media/public relations efforts of Lifecare Hospitals or for any other lawful purpose.

You understand that you are providing the testimonial information to LifeCare Hospitals that may be used in printed publications, multimedia presentations, on website or any other distribution media, and in compliance to the Privacy & Data Protection Policy provided herein.

You authorize LifeCare Hospitals to use your name along with the testimonial and waive any right to inspect or approve the finished product, including any text, pictures or video wherein that testimonial appears.

You agree not to make any monetary or other claims against LifeCare Hospitals for the use of the testimonial and release LifeCare Hospitals from all claims, demands, and causes of action/damages against the company and their representatives or any other person acting on the company's behalf or may have by reason of the authorization

You agree and acknowledge to have read and understood the Testimonial Release and agree to all terms described. That you are of legal age and freely consent to release the testimonial as provided to LifeCare Hospitals

Updates To This Policy:

We may revise this policy from time to time. Any changes will be posted on our website, so please check this policy periodically for updates.

Contact Us:

If you have any questions, comments, or concerns about this policy, please contact us at info@lchafrica.com