



PRIVACY NOTICE & CONSENT

What is collected from patients, how it's used, and how consent works

This document explains how Unitecare Software Solutions FZE ("Unitecare") handles patient data on the Unite TeleHealth platform. This document is meant for the Facility's own reference and for use in its own patient-facing materials.

What Is Collected

- Identity information: full name, date of birth, Emirates ID or passport number, mobile number, email, and nationality — verified before every consultation.
- Session audio, where the patient consents to recording. Video is never recorded or stored, under any circumstance.
- Clinical information: the patient's reported symptoms, the physician's notes, diagnosis codes, and any prescriptions issued.
- A payment reference for the appointment. Card details are not collected or stored by the platform — these are handled by the payment provider directly.

How It's Used

- To verify the patient's identity and confirm they are the correct patient for the appointment.
- To enable the treating physician to deliver and document the consultation.
- For quality assurance and audit, where the patient has consented to recording.
- To meet regulatory record-keeping requirements under DHA Standards for Telehealth Services.

Who Can Access It

Only the treating physician can access a given patient's consultation record. Access is role-based and logged — physicians cannot see records for patients they have not treated. Dubai Health Authority may request access for regulatory audit purposes.

Where It's Stored

All data is hosted on Microsoft Azure UAE North and does not leave the United Arab Emirates. It is encrypted at rest (AES-256) and in transit (TLS 1.2+), including the video/audio channel used for the consultation. Clinical records are retained for twenty-five (25) years from the patient's last consultation, in line with DHA requirements.

How Consent Works

- Consent to the teleconsultation itself is required before the platform allows a session to proceed, and is captured electronically before each session.
- Consent to audio recording is requested separately and can be declined without affecting the patient's ability to receive care.
- Patients may withdraw consent at any time; the Facility should ensure its physicians are aware of and honour this right.