

SUNCTURE IO PRIVACY POLICY

Effective Date: [Insert Date]

This **Privacy Policy** describes how **Suncture IO**, owned and operated by **Viroke Technologies Inc.**, a **C-Corp registered in Delaware, USA**, collects, processes, shares, and protects user data when accessing and using our software and services.

By using Suncture IO, you consent to the **data collection, storage, and processing practices** described in this Privacy Policy. If you **do not agree**, you must discontinue use immediately.

Company Information:

- **Owner:** Viroke Technologies Inc.
 - **Website:** <https://suncture.io>
 - **Support Contact:** help@suncture.io
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1. INFORMATION WE COLLECT

Suncture IO collects different types of data to **enhance system performance, provide AI-powered automation, and improve user experience.**

1.1 Personal Data

When users register or interact with the software, we collect:

- **Full Name** (Clinics, Doctors, and Patients)
- **Email Address & Phone Number**
- **Healthcare License Number (Doctors & Clinics Only)**
- **Account Credentials (Encrypted)**

1.2 Medical Data

For AI-powered clinical automation, we process:

- **Patient Medical History** (consultation records, prescriptions, diagnosis logs)
- **Doctor Annotations & AI-Generated Medical Reports**
- **Clinic Treatment Logs & Usage Patterns**

Medical data is encrypted and not accessible to unauthorized users.

1.3 Device & Usage Data

When accessing Suncture IO, we collect:

- **IP Address & Browser Type**
- **Device Information (OS, Model, System Logs)**
- **Usage Metrics (Time Spent, Features Accessed, Errors Logged)**
- **Session Information (Login & Logout Timestamps)**

1.4 Analytics & Tracking Software

We use **third-party tracking tools** to monitor application performance, optimize user experience, and detect fraudulent activities. This includes:

- **Google Analytics & Mixpanel** (track software performance, errors, and interactions)
- **Sentry & Datadog** (error logging and debugging)
- **Hotjar & FullStory** (session replay for UI/UX improvements)

Users cannot opt out of **error tracking** but may request limited **anonymization of analytics data**.

2. HOW WE USE YOUR DATA

We process user data for the following purposes:

2.1 Patient & Clinic Management

- **Store and retrieve patient medical records securely**
- **Assist doctors with AI-generated reports & summaries**
- **Maintain compliance with medical data retention policies**

2.2 Application Performance & Security

- **Monitor and prevent unauthorized access or abuse**
- **Detect & troubleshoot application issues using error tracking software**
- **Identify and mitigate security vulnerabilities**

2.3 Improving AI Accuracy

- **Use anonymized medical records to improve AI-generated medical content**
- **Train Suncture IO's AI model to enhance clinical automation efficiency**

AI-generated data is reviewed and processed to maintain HIPAA and GDPR compliance.

3. DATA SHARING & THIRD-PARTY SERVICES

We do **not sell user data**, but we **share necessary data** with third parties under strict security measures.

3.1 Data Shared with Clinics

- Patients’ medical records are **only shared with their assigned clinic**.
- Clinics cannot access patient records from **other healthcare providers**.

3.2 Data Shared with AI Agents

- **AI-generated prescriptions & reports** are processed on Suncture IO’s secure cloud.
- AI agents use **anonymized** patient data to refine accuracy and reduce errors.

3.3 Third-Party Services Used to Operate Suncture IO

Third-Party Service	Purpose	Data Shared
Google Cloud (GCP)	Cloud hosting & database storage	Encrypted medical data, system logs
Amazon Web Services (AWS)	Backup & disaster recovery	Encrypted data storage
Eleven Labs	AI-powered voice processing	Audio logs (anonymized)
OpenAI GPT	AI medical documentation	Anonymized text inputs
Sentry & Datadog	Error logging & performance monitoring	System logs, errors, crashes
Stripe & PayPal	Subscription billing	Payment details (processed securely)

Third-party providers are required to comply with data security regulations (GDPR, HIPAA).

4. DATA SECURITY MEASURES

Suncture IO implements the following **security protocols** to protect user data:

4.1 Encryption Standards

- **AES-256 encryption** for all stored medical data.
- **TLS 1.2/1.3 encryption** for data transmitted over networks.

4.2 Role-Based Access Control (RBAC)

- **Doctors & Clinics:** Only access records within their assigned practice.
- **Patients:** Access their medical history only through authorized channels.

4.3 Security Audits & Compliance

- **Annual security audits** for system vulnerabilities.
 - **HIPAA & GDPR compliance checks** to ensure data privacy.
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5. DATA RETENTION POLICY

5.1 Retention Period

- Medical records are **retained for five (5) years** unless otherwise requested by legal authorities.
- **Audit logs & security records** are stored for up to **three (3) years** for compliance purposes.

5.2 Data Deletion Requests

- **Clinics & Doctors:** Cannot delete patient records without regulatory approval.
- **Patients:** May request deletion of their **personal data** (excluding medical records).

Data deletion requests are processed within **30 business days** unless restricted by medical compliance regulations.

6. COOKIES & TRACKING TECHNOLOGIES

6.1 Cookies Used in Suncture IO

Suncture IO uses **cookies and tracking technologies** for:

- **User authentication & session management**

- **Performance monitoring & bug detection**
- **Personalized user experience & recommendations**

Users may **opt-out of non-essential cookies**, but **cannot disable security-related tracking**.

7. USER RIGHTS & CONSENT MANAGEMENT

Users have the right to:

- **Request access** to their personal data.
- **Correct inaccurate records** stored in the system.
- **Withdraw consent for non-essential data processing**.

To exercise your rights, contact: help@suncture.io.

8. GOVERNING LAW & COMPLIANCE

This Privacy Policy is governed by:

- **Delaware State Law (USA)**
- **General Data Protection Regulation (GDPR - EU)**
- **Health Insurance Portability and Accountability Act (HIPAA - USA)**

Any disputes regarding privacy-related matters shall be resolved under **Delaware jurisdiction**.

9. CHANGES TO THIS PRIVACY POLICY

Viroke Technologies Inc. **reserves the right** to update this Privacy Policy at any time. Users will be **notified via email and in-app notifications** before changes take effect.

Continued use of Suncture IO after updates **constitutes acceptance** of the revised policy.

10. CONTACT INFORMATION

For questions, data requests, or complaints, contact:

- **Email:** support@suncture.io
- **Website:** <https://suncture.io>
- **Registered Address:** Viroke Technologies Inc., Delaware, USA

By using Suncture IO, you acknowledge and accept this Privacy Policy.