DoctorsHub24 HealthTech Limited

Reg: C-194820/2026 (RJSC, Dhaka, Bangladesh) | e-TIN: 482910482911 | VAT BIN: 00519
HQ: House 24, Road 11, Banani, Dhaka-1213, Bangladesh
Hubs: Dhaka (BD) | Riyadh (SA) | Kuala Lumpur (MY) | Dubai (AE) | Tel: +8801896042360

DOC: DH24-LEG-03 (v2.4-BD)
REF: DH24-LEG-03-MASTER-2026
Effective: 2026-11-11
doctorshub24.com

Patient Terms of Service & Privacy Policy

User Platform Terms, Personal Health Information Privacy, Retention & Consumer Rights (Bangladesh)

Governing Law: Contract Act 1872; Consumer Rights Protection Act 2009; ICT Act 2006 (Electronic Consent); Cyber Security Act 2023; Bangladesh Digital Healthcare Data Protection Principles.

Jurisdiction & Seat:	Dhaka, People's Republic of Bangladesh
Operating Markets:	Bangladesh (BD) | Saudi Arabia (SA) | Malaysia (MY) | UAE (AE)
Live Commission Rules:	Consult: Doctor 35% / Hosp 40% / Platform 10% | Labs: Hosp 55...
System Compliance Posture:	Hold: 30m | Retention: 1825 days | Currencies: BDT, USD, SAR,...

EXECUTIVE OVERVIEW

Consolidates v2.4 | Effective 2026 and v2.4 | Bangladesh Digital Healthcare & Cross-Border Privacy Standard governing patient accounts, booking consent, 5-year record retention (1825 days), zero third-party ad sale commitment, and DNCRP consumer rights.

1. Platform Role & Scope of Healthcare Coordination Services

DoctorsHub24 HealthTech Limited provides a digital healthcare directory, appointment scheduling, video telemedicine room, diagnostic test comparison, home nursing, online pharmacy ordering, AI Symptom Triage (non-diagnostic routing tool), and medical tourism coordination across Bangladesh, Saudi Arabia, Malaysia, and UAE. Independent licensed Doctors and Hospitals deliver all direct medical care.

2. Account Registration, Age Eligibility & Authentic Information

Patients must be at least 18 years old to register or book on behalf of minors/dependents via Family Dependents (user/dependents.php). Electronic acceptance logged in user_terms_acceptances carries full legal force under Section 7 of the ICT Act 2006.

3. Categories of Personal & Clinical Data Collected

We collect only necessary healthcare data: (i) identity & contact details (name, email, phone, city, country); (ii) clinical appointments, diagnostic quotations, uploaded lab reports, and digital prescriptions; (iii) verified telemedicine/booking consent timestamps & IPs; and (iv) payment gateway transaction references (never storing raw bank card numbers or PINs).

4. Strict Clinical Sharing & Zero Data Monetization Guarantee

Your health records are shared strictly with the specific Doctor, Hospital, Diagnostic Lab, or DGDA-licensed Pharmacy fulfilling your booking -- or an accredited overseas hospital when you explicitly submit an International Medical Tourism booking. We NEVER sell or rent patient health data to advertisers or data brokers.

5. Retention Schedule & User Privacy Controls

Active medical prescriptions, lab documents, and audit records are retained for up to 1825 days (~5 years) to protect clinical continuity of care unless erasure is legally requested and permitted. Patients control SMS reminders, analytics, and outreach permissions anytime via privacy.php & user_privacy_preferences.

6. Patient Consumer Rights & Data Protection Officer (DPO)

Under Consumer Rights Protection Act 2009 principles and Platform Privacy standards, users may inspect pricing upfront in BDT/USD/SR/AED/RM, download bills/prescriptions, request data export/correction/deletion, or contact our Data Protection & Clinical Compliance Desk at support@doctorshub24.com.

7. Emergency Disclaimer & Governing Jurisdiction

Digital triage, chat, and slot scheduling are NOT substitutes for emergency trauma stabilization. Call 999 / 16263 or use SOS Ambulance dispatch (sos.php) in emergencies. Governed by laws of Bangladesh; courts in Dhaka, People's Republic of Bangladesh hold exclusive jurisdiction.

IN WITNESS WHEREOF, the Parties execute this Agreement in duplicate:

For: DoctorsHub24 HealthTech Limited

_____

Authorized Managing Director
Authorized Signatory & Compliance Officer
Date: _____ Place: Dhaka

For: Patient / Platform End-User

_____

Authorized Signature & Seal
NID / BMDC / Passport / TIN: _____
Date: _____