MediExcel Health Plan Mobile Application Privacy Policy

MediExcel Health Plan's Mobile Application values your privacy. This Privacy Policy outlines how we collect, use, and protect your information when you use our App (*"Application."*)

1. Information We Collect

We may collect the following types of information:

a. Personal Information

Information you provide directly, such as:

- Name
- Email address

b. Non-Personal Information

- Device information (*e.g., model, operating system*)
- Usage data (*e.g., how you use the App*)
- Crash reports and diagnostics

c. Third-Party Data

Information collected by integrated third-party services (*e.g., Google Analytics, Firebase, etc.*) These services operate under their own privacy policies.

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2. How We Use Your Information

We use your information for:

- Improving App performance and user experience
- Providing customer support
- Sending updates and notifications

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3. How We Share Your Information

We do not sell, trade, or rent your personal information. We may share information with:

- Service providers (*e.g., analytics tools*)
- Legal authorities, if and when required by law

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4. Data Security

We implement security measures to protect your information, including:

- Data encryption
- Secure data storage

When using our App, you understand that no system is 100% secure and continue its use at your own risk.

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5. Your Rights

You have the right to:

- Opt-out of non-essential data collection

Contact us via e-mail at memberservices@mediexcel.com to exercise your rights.

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6. Third-Party Links

Our App may include links to third-party services or websites. We are not responsible for their content or privacy practices.

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7. Changes to This Policy

We may update this Privacy Policy at any time. Changes will be posted with the latest "Effective Date." Continued use of the App constitutes acceptance of the updated policy.

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8. Contact Us

If you have questions or concerns about this Privacy Policy, please contact us via e-mail at

memberservices@mediexcel.com.

This privacy policy is effective and was last updated as of 12/10/24.