

Effective Date: 17th October, 2025

Company: MyDocki Digital Healthcare (“MyDocki,” “we,” “our,” or “us”)

Platform: MyDocki Hospital Web Portal and related applications

1. Terms & Conditions

These Terms govern the access and use of the MyDocki Hospital Portal (“Portal”) by registered hospitals, clinics, and healthcare organizations.

By registering and using this Portal, the hospital agrees to comply with all applicable laws, data protection regulations, and ethical standards in providing healthcare services through MyDocki.

1.1. Eligibility & Verification

All hospitals must be duly licensed and accredited to operate within their respective jurisdictions. MyDocki reserves the right to verify submitted licenses, affiliations, and regulatory approvals before granting full access to the platform.

1.2. Use of Portal

Hospitals are granted limited access to manage patient consultations, departments, and staff accounts. Unauthorized access, data tampering, or breach of confidentiality is strictly prohibited.

1.3. Ownership, Data Handling & Intellectual Property

All content, software, and materials on the MyDocki platform remain the intellectual property of MyDocki Digital Healthcare. Hospitals are granted limited usage rights solely for their verified and registered activities

1.4. Termination

MyDocki reserves the right to suspend or revoke access to any hospital found in violation of these Terms, including false documentation, poor service ethics, or breach of patient confidentiality.

2. Privacy Policy

This Privacy Policy explains how MyDocki Digital Healthcare (“we,” “our,” “us”) collects, uses, and safeguards hospital and patient data.

2.1. Data Collection & Use

We collect business information, licensing documents, and staff details to verify compliance and enable safe operation of healthcare services on MyDocki.

2.2. Verification & Due Diligence

All hospitals undergo strict KYC (Know Your Customer) and regulatory verification processes. Submitted information is reviewed manually and may be validated with relevant health authorities to ensure authenticity.

2.3. Data Sharing

We do not share hospital or patient data with third parties without consent, except as required by law or for regulatory audits.

2.4. Data Security

We implement end-to-end encryption, secure cloud storage, and regular compliance reviews to protect sensitive information.

2.5. Retention & Deletion

Hospitals may request deletion of their data upon withdrawal from the platform, provided no pending investigations or active services exist.

3. Service Agreement

This Agreement defines the mutual obligations between MyDocki and the hospital using its Portal and integrated systems.

3.1. Scope of Services

Hospitals gain access to tools for appointment scheduling, NHIS billing, staff management, and integration with labs and pharmacies.

3.2. Responsibilities of the Hospital

- Ensure that only verified medical professionals are added to the portal.
- Maintain accurate patient records and billing details.
- Promptly report technical issues or security concerns to MyDocki support.

3.3. Responsibilities of MyDocki

- Provide secure, continuous access to the platform.
- Maintain compliance with data protection laws.
- Conduct regular audits and verification checks.

3.4. Verification & Due Diligence

MyDocki may conduct ongoing verification, including contacting health authorities to confirm a hospital's license validity. Any discrepancy found may result in suspension.

4. Refund & Payment Policy

4.1. Payment Processing

Payments for hospital onboarding, subscription, or NHIS-related integrations are processed through MyDocki's verified payment partners.

4.2. Refunds

Refunds are only applicable for failed transactions or duplicate charges. Service-related refunds are considered only in cases of proven system errors.

4.3. Disputes

All billing disputes must be submitted in writing within seven (7) business days of the transaction. MyDocki's decision after review shall be final.

5. Code of Conduct

Hospitals registered on MyDocki must maintain the highest standards of professionalism, confidentiality, and ethics.

5.1. Ethical Compliance

All consultations and medical practices conducted via MyDocki must comply with professional medical standards and the respective country's medical laws.

5.2. Confidentiality

Hospitals and their staff must ensure strict patient data privacy. Unauthorized disclosure or sharing of health information will lead to immediate suspension.

5.3. Non-Discrimination

Hospitals shall not discriminate against any patient on the basis of gender, ethnicity, religion, or financial status.

5.4. Professional Conduct

Repeated negligence, poor communication, or unethical behavior may result in permanent removal from the MyDocki network.

6. Legal Protection & Limitation of Liability

MyDocki acts as a digital intermediary platform connecting verified hospitals and patients. The platform does not directly provide medical services and shall not be liable for any medical malpractice or negligence arising from hospital staff actions.

All hospitals agree to indemnify MyDocki Digital Healthcare from any claims, damages, or liabilities arising from their operations on the platform.

7. Contact

For inquiries or compliance support, please contact:

Email: support@mydocki.com

 **Phone:** +234 9161531384