

Privacy Policy

Medician

Effective Date: May 18th 2026

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Medician , operated by **AK Partners**, respects your privacy and is committed to protecting your personal information and health-related information.

This Privacy Policy explains how we collect, use, disclose, store, protect, and manage information when you use our mobile application, website, services, features, assistant/chatbot, and related tools collectively referred to as the “App” or “Services.”

Medician is designed to help users upload, organize, review, and better understand their own medical records, lab results, trends, medication information, and related health notes. Medician is for **organization, tracking, and education only**. It does **not** diagnose medical conditions, prescribe treatment, provide emergency medical services, or replace a licensed healthcare professional.

1. Important Medical and Privacy Notice

Medician may process sensitive personal information, including health-related information that you choose to upload or enter into the App.

You should not use Medician for emergencies. If you think you may be experiencing a medical emergency, call **911** or contact emergency services immediately.

The App may provide educational explanations, lab trend summaries, abnormal-result flags, and curated informational suggestions based on your saved data. These features are not medical advice and should not be used as a substitute for professional medical judgment.

2. Scope of This Privacy Policy

This Privacy Policy applies to information collected through:

- The Medician mobile application
- Our website or landing page

- User accounts and authentication flows
- Medical record upload and scanning features
- Lab metric extraction and trend features
- Medication tracking features
- Assistant/chatbot features
- Analytics and app performance tools
- Customer support communications
- Any other service that links to this Privacy Policy

This Privacy Policy does not apply to third-party websites, services, healthcare providers, labs, pharmacies, or external platforms that we do not control.

3. Types of Information We Collect

We collect information in several ways: information you provide directly, information generated from your use of the App, information extracted from documents you upload, and technical information collected automatically.

3.1 Account Information

When you create or use an account, we may collect:

- Name
- Email address
- User ID or account ID
- Authentication provider information, such as Apple, Google, or Supabase authentication identifiers
- Login timestamps
- Account status
- Communication preferences
- Support request history

3.2 Medical Records and Uploaded Documents

If you upload, scan, or store documents in the App, we may collect and process:

- Medical report files
- Lab reports
- Bloodwork or urine test reports
- PDF files, images, or scanned documents
- File names
- File type

- File size
- Upload date and time
- Report date, where available
- Storage path or document metadata
- OCR or extraction status
- Validation status

Your PRD states that the upload flow stores report metadata and extracted metric rows that later power the Trends screen and assistant.

3.3 Lab Metric and Health Result Information

From uploaded reports or manually stored data, we may collect or generate:

- Metric names, such as HDL, LDL, TC/HDL ratio, ALT, hemoglobin, vitamin B12, urobilinogen, and other lab values
- Metric values
- Units
- Reference ranges
- Report flags, such as high, low, abnormal, positive, negative, or in range
- Observation dates
- Report dates
- Raw extracted text lines
- Trend history
- Metric aliases or normalized metric names
- Related educational explanations

The App is designed to use saved database records as the source of truth for metric values, statuses, and ranges.

3.4 Medication Information

If you use medication tracking features, we may collect:

- Medication names
- Dosage information
- Frequency or schedule
- Medication notes
- Taken/not-taken history
- Last taken date and time
- Medication-related symptoms or notes, if entered
- Label scan information, if available
- User-entered medication details

3.5 Assistant and Chatbot Information

When you use the assistant/chatbot, we may collect:

- Your chat messages
- Assistant responses
- Follow-up questions
- Selected prompt chips
- Context needed to answer your question
- Related metric or treatment-card context
- Timestamps
- App screen or feature context, where relevant
- Error logs related to assistant performance

The assistant is designed to answer from saved user data and curated database rows, while using Groq or similar language model services only for limited intent classification or response smoothing.

3.6 Curated Suggestions and Educational Content

The App may display curated educational suggestions connected to certain saved metric statuses. We may process:

- Metric categories
- Metric status, such as high or low
- Curated suggestion cards
- Educational descriptions
- Stored side-effect text, if available
- User interactions with educational cards

These suggestions are for educational purposes only and are not prescriptions, diagnoses, or personalized medical treatment plans.

3.7 Device, Usage, and Technical Information

We may automatically collect:

- Device type
- Operating system
- App version
- Browser type, if using web services
- IP address
- Approximate region or country
- Device identifiers
- Crash logs
- Performance logs
- API request logs

- Error messages
- Feature usage events
- Session activity
- Security logs
- Authentication logs

3.8 Analytics Information

We may use analytics tools to understand how users interact with the App. This may include:

- Screens viewed
- Buttons clicked
- Upload actions
- Export actions
- Assistant usage events
- Medication tracking events
- Trends screen usage
- Error rates
- Performance data

Where possible, analytics should be configured to avoid collecting unnecessary personal health information.

3.9 Customer Support and Communications

If you contact us, we may collect:

- Name
- Email address
- Message content
- Screenshots or files you choose to provide
- Support issue details
- Communications history
- Information needed to troubleshoot your issue

Please avoid sending highly sensitive health information through email or support channels unless necessary.

4. How We Use Your Information

We use your information to provide, maintain, improve, secure, and support the App.

4.1 To Provide Core App Features

We use your information to:

- Create and manage your account
- Authenticate you
- Allow you to upload and store records
- Process and organize uploaded medical documents
- Extract lab metrics from reports
- Display lab trends over time
- Show metric values, units, reference ranges, and flags
- Support medication tracking
- Display medication history
- Provide educational metric explanations
- Power the assistant/chatbot
- Show curated educational suggestions where available
- Generate summaries or exports, where supported

4.2 To Operate the Assistant/Chatbot

We may use your saved data and chat messages to:

- Understand your question
- Retrieve relevant saved lab metrics
- Resolve metric aliases
- Identify high, low, abnormal, or in-range results based on stored report data
- Provide plain-language explanations
- Display relevant curated educational suggestion cards
- Maintain short-term conversational context
- Improve assistant reliability and safety

The assistant should not invent lab values, diagnoses, treatment recommendations, prescriptions, or clinical conclusions. Your PRD specifically requires the assistant to avoid diagnosis, prescribing, and unsupported medical claims.

4.3 To Improve and Maintain the App

We use technical and usage information to:

- Debug errors
- Monitor app performance
- Improve reliability
- Detect failed uploads or failed extractions
- Improve user experience
- Analyze feature usage

- Prioritize future development
- Maintain security and stability

4.4 To Protect Safety and Security

We may use information to:

- Detect unauthorized access
- Prevent fraud or abuse
- Investigate suspicious activity
- Protect user accounts
- Maintain audit logs
- Enforce our terms
- Respond to security incidents
- Protect the integrity of our systems

4.5 To Communicate With You

We may use your information to:

- Send account-related messages
- Send security notices
- Respond to support requests
- Notify you about changes to this Privacy Policy or Terms of Use
- Send product updates, where permitted
- Provide waitlist, launch, or feature updates, if you signed up for them

You may opt out of non-essential marketing communications, but you may still receive important service, legal, or security notices.

5. Legal Basis and Consent

We collect, use, and disclose personal information only for reasonable purposes related to providing and improving the App.

Depending on your location and how the App is used, our legal basis may include:

- Your consent
- Performance of our agreement with you
- Providing requested services
- Security and fraud prevention
- Legal compliance
- Legitimate business purposes, where permitted by law

Under PIPEDA, private-sector organizations in Canada must follow rules for collecting, using, and disclosing personal information in commercial activity. Ontario's PHIPA also emphasizes rules around personal health information, confidentiality, privacy, and appropriate collection, use, and disclosure.

We aim to collect only the information reasonably necessary for the purposes described in this Privacy Policy. Ontario's Information and Privacy Commissioner explains that personal health information should not be collected, used, or disclosed if other information will suffice, and that no more personal health information should be handled than reasonably necessary.

6. How We Share Information

We do not sell your personal health information.

We may share information only as described below.

6.1 Service Providers

We may share information with trusted service providers that help us operate the App, such as:

- Cloud hosting providers
- Database providers
- Authentication providers
- File storage providers
- OCR or document-processing tools
- AI/LLM service providers used for limited assistant functionality
- Analytics providers
- Error monitoring providers
- Email or support tools
- Payment providers, if applicable in the future

These providers may process information only as needed to provide services to us and should be subject to contractual confidentiality and security obligations.

6.2 Infrastructure and Backend Providers

Our technical stack may include providers such as:

- Supabase for authentication, database, and storage
- Render for backend hosting
- Groq or similar language model providers for limited assistant functionality
- PostHog or similar analytics tools, if enabled
- Apple or Google authentication services, if used

Provider names may change over time as we improve the App. We will update this Privacy Policy when material changes are made.

6.3 Assistant/AI Processing

When you use assistant features, some information may be processed by AI infrastructure providers to classify intent or smooth responses. We aim to limit the information sent to external AI providers to what is necessary for the assistant feature.

The assistant is designed to rely on backend-retrieved facts, saved user records, and curated database content, not AI-generated medical truth.

6.4 Legal and Safety Reasons

We may disclose information if we believe it is reasonably necessary to:

- Comply with applicable law
- Respond to lawful requests
- Protect rights, safety, or property
- Investigate fraud or security issues
- Enforce our Terms of Use
- Respond to legal claims
- Protect users or the public where required or permitted by law

6.5 Business Transfers

If we are involved in a merger, acquisition, financing, reorganization, sale of assets, or similar transaction, your information may be transferred as part of that transaction, subject to appropriate privacy protections.

6.6 With Your Direction or Consent

We may share information when you direct us to do so or give us consent, such as if you choose to export your records, share a report, or connect the App with another service.

7. AI, Assistant, and Automated Processing

Medician may use AI-assisted features to help you navigate your saved information.

These features may:

- Interpret your question
- Identify relevant saved metrics

- Summarize stored lab results
- Explain common lab terms in plain language
- Display curated educational suggestions
- Help compare saved metrics
- Generate response wording

These features should not:

- Diagnose medical conditions
- Prescribe medication
- Replace a doctor, pharmacist, nurse, or other licensed professional
- Provide emergency medical advice
- Guarantee that extracted data is complete or correct
- Invent lab values, treatment plans, or medical conclusions

You should verify important information against your original medical records and consult a licensed healthcare professional before making health decisions.

8. Accuracy of Uploaded and Extracted Information

The App may use OCR, parsing, manual entry, or automated extraction to identify medical information from uploaded documents.

Automated extraction may make mistakes. For example:

- A value may be misread
- A unit may be extracted incorrectly
- A reference range may be missed
- A metric may be matched to the wrong name
- A document may fail to process
- A date may be incorrect or missing

You are responsible for reviewing important information against your original medical records. The App is a tool to help organize and understand information, not an official medical record system or substitute for clinical review.

9. Data Storage and Security

We use administrative, technical, and organizational safeguards designed to protect your information.

These may include:

- Encrypted connections where supported
- Authentication controls
- Access controls
- Role-based access restrictions where appropriate
- Secure database and storage practices
- Audit logs
- Error monitoring
- Environment variable protection
- Limited internal access
- Security review for sensitive features
- Regular maintenance and updates

10. Data Retention

We keep your information for as long as needed to:

- Provide the App
- Maintain your account
- Store your records and trends
- Support exports and account features
- Meet legal, security, and operational requirements
- Resolve disputes
- Enforce our agreements

You may request deletion of your account or certain information, subject to legal, security, backup, and operational limitations.

Backup copies may persist for a limited period after deletion before being securely overwritten or deleted according to our retention practices.

11. Your Choices and Rights

Depending on your location and applicable law, you may have rights to:

- Access your personal information
- Correct inaccurate information

- Delete certain information
- Withdraw consent, where processing is based on consent
- Export certain data, where available
- Close your account
- Ask questions about our privacy practices
- File a complaint with a privacy regulator

To make a request, contact us at:

support@medician.ca

We may need to verify your identity before responding.

12. Account Deletion

You may request deletion of your account by:

- Using the in-app account deletion feature, if available
- Contacting us at **support@medician.ca**

When your account is deleted, we will delete or de-identify personal information associated with your account, subject to legal, security, backup, fraud-prevention, and operational requirements.

14. Cross-Border Data Processing

Your information may be stored or processed in Canada, the United States, or other jurisdictions where we or our service providers operate.

Privacy laws in those jurisdictions may differ from those in your province, territory, state, or country. Where personal information is transferred to service providers, we aim to use contractual and security safeguards appropriate to the sensitivity of the information.

PIPEDA guidance recognizes that private-sector organizations remain responsible for personal information transferred to third parties for processing and should use contractual or other means to provide a comparable level of protection.

15. Analytics, Cookies, and Tracking Technologies

If you use our website, landing page, or web-based services, we may use cookies or similar technologies to:

- Remember preferences
- Understand website usage
- Measure marketing performance
- Improve user experience
- Detect abuse or security issues

In the mobile App, we may use analytics events and similar technologies to understand feature usage and app performance.

You may be able to control cookies through your browser settings. Some features may not work properly if cookies or similar technologies are disabled.

16. Marketing Communications

If you join a waitlist, sign up for updates, or consent to marketing communications, we may send you product updates, launch information, and related announcements.

You can unsubscribe from marketing emails using the unsubscribe link or by contacting us.

We will still send important accounts, privacy, legal, or security notices when necessary.

17. De-Identified and Aggregated Information

We may use de-identified or aggregated information to:

- Improve app performance
- Understand common usage patterns
- Debug issues
- Train internal quality processes
- Develop new features
- Conduct business analytics

We will not intentionally use de-identified or aggregated data to identify you.

If we use health-related information for analytics or product improvement, we should minimize identifiable information wherever reasonably possible.

18. Third-Party Links and Services

The App may link to third-party websites, services, documents, app stores, authentication providers, or resources.

We are not responsible for the privacy practices of third parties. You should review their privacy policies before providing information to them.

19. Data Breaches and Security Incidents

If we become aware of a security incident involving your information, we will investigate and take steps appropriate to the nature of the incident.

Where required by law, we will notify affected individuals, regulators, or other parties.

In Ontario health contexts, privacy breaches involving personal health information can trigger notification obligations for custodians and may involve reporting to the Information and Privacy Commissioner of Ontario in certain circumstances.

20. Healthcare Providers, Clinics, and Future Integrations

The App may later support features such as appointment scheduling, direct clinic contact, caregiver sharing, or provider integrations. Your PRD lists future roadmap items such as appointment scheduling, direct clinic contact, richer summaries, and broader assistant support.

If we add features that allow healthcare providers, clinics, caregivers, pharmacies, laboratories, or other third parties to access or exchange your information, we will update this Privacy Policy and obtain consent where required.

21. Not a Medical Provider

Medician is not a hospital, clinic, pharmacy, laboratory, physician practice, or emergency service.

Unless expressly stated otherwise, we do not employ healthcare professionals to provide medical care through the App.

Any educational information, assistant response, trend display, or curated suggestion is for informational purposes only.

You should consult a licensed healthcare professional before making medical decisions.

22. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

If we make material changes, we may notify you by:

- Updating the “Last Updated” date
- Sending an email
- Displaying an in-app notice
- Posting a notice on our website

Your continued use of the App after changes become effective means you accept the updated Privacy Policy, where permitted by law.

23. Contact Us

If you have questions, requests, or concerns about this Privacy Policy or our privacy practices, contact us at:

Medician Privacy Contact

Legal Business Name: **Medician**

Email: **support@medician.ca**

Mailing Address: **Brampton, ON, Canada**

Country: **Canada**

You may also contact the Office of the Privacy Commissioner of Canada or the Information and Privacy Commissioner of Ontario if you believe your privacy rights have not been respected.