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ChatMD Data Collection and Usage Policy

1. Introduction

ChatMD is committed to protecting user privacy and ensuring transparency in data collection and usage. This policy outlines what data we collect, how it is used, and who has access to it.

2. Data We Collect

ChatMD may collect the following types of data:

- **User-Provided Information:** Includes name, email, phone number, payment details, and any information voluntarily provided when using ChatMD services.
- **Usage Data:** Information on how users interact with our website, mobile app, or services, including log data, device information, and browsing activity.
- **Communications Data:** Any messages or communications between users and ChatMD's customer support or service teams.
- **Aggregated and De-Identified Metadata:** ChatMD may collect anonymized usage statistics, including patterns in service utilization, for analytical and research purposes.

3. How We Use the Data

ChatMD uses collected data for the following purposes:

- To provide, maintain, and improve ChatMD's services.
- To facilitate user authentication, security, and fraud prevention.
- To communicate with users regarding updates, services, and promotional offers.
- To analyze trends, usage patterns, and service performance.
- **To publish de-identified and aggregated metadata** related to ChatMD service usage, safety metrics, and operational improvements.

4. Who Has Access to the Data?

Access to user data is strictly limited:

- **ChatMD Employees:** Only authorized personnel who require access for service functionality, customer support, or business operations.
- **Third-Party Service Providers:** Trusted partners who assist in payment processing, customer support, analytics, and marketing, all under strict data protection agreements.

- **Legal & Compliance Requirements:** Data may be shared if required by law, regulation, or in response to legal processes such as subpoenas.
- **Public Reports & Research:** ChatMD may publish reports containing aggregated, de-identified metadata for operational insights, industry benchmarks, and public health research.

5. Tracking and Analytics

ChatMD may use cookies, web beacons, and analytics tools to track user interactions for service improvement. Users can manage cookie preferences through their browser settings.

6. User Rights & Data Control

Users have the right to:

- Request access to their data.
- Request corrections or deletion of their personal information.
- Opt out of marketing communications.

For data inquiries, contact trust@chatrx.md