

Your privacy is critically important to us. At Qyeron, we have a few fundamental principles:

- All the personal information we ask you to provide and the personal information that we collect about you through the operation of our services, we have thoughtfully considered and endeavour to carefully steward the safety of that information
- We store personal information for only as long as we have a reason to keep it.
- We aim to make it as simple as possible for you to control what information on your website is shared publicly (or kept private), indexed by search engines, and permanently deleted.
- We help protect you from overreaching government demands for your personal information.
- We aim for full transparency on how we gather, use, and share your personal information.

Below is our Privacy Policy, which incorporates and clarifies these principles.

Who We Are and What This Policy Covers

Hello, we are the team behind our eponymous app designed to allow pharmacies digitally manage their work-flow and core operations- to allow them to take full advantage of the power and promise of technology. Our mission is to empower Africa's pharmacies by transforming how they work, day in day out, through the value of technology. We believe in the work pharmacies do within their communities, we believe their easy access makes them a valuable resource and we want them to maximise their role and succeed for the benefit of the people they serve.

This Privacy Policy applies to information that we collect about you when you use:

- Our website (www.qyeron.com);
- Our mobile applications (including the Qyeron mobile app for Android and iOS)

This Privacy Policy also applies to information we collect when you apply for a job at Qyeron.

Throughout this Privacy Policy we'll refer to our website, mobile application, and other products and services collectively as "Services."

Please note that the Qyeron app has its own, separate privacy policy. You may view it [here](#)

Below we explain how we collect, use, and share information about you, along with the choices that you have with respect to that information.

Information We Collect

We only collect information about you if we have a reason to do so — for example, to provide our Services, to communicate with you, or to make our Services better.

We collect this information from three sources: if and when you provide information to us, automatically through operating our Services, and from outside sources. Let's go over the information that we collect.

Information You Provide to Us

It's probably no surprise that we collect information that you provide to us directly. Here are some examples:

- **Basic account information and Business profile:** We ask for basic information from you in order to set up your account. For example, we require pharmacies who sign up for a Qyeron account to provide their name, a pharmacy email address, along with a username and password, and including a relevant contacts information. This information is collected to create a user/customer profile
- **Profile information:** If you have an account with us, we collect the information that you provide for your profile.
- **Payment and contact information:** When you pay for your pharmacy's subscription through our site or our third party payment processor, we'll collect information to process those payments and contact you. You'll provide additional personal and payment information like your name, credit/debit card information, and contact information. We also keep a record of the purchases you've made.
- **Communications with us (hello):** You may also provide us with information when you provide feedback, communicate with our admin team about a support question, or sign up for our newsletter or updates. When you communicate with us via email, livechat, or otherwise, we store a copy of our communications.
- **Job applicant information:** If you apply for a job with us — awesome! You may provide us with information like your name, contact information,

resume or CV, and work authorization verification as part of the application process.

Information We Collect Automatically

We also collect some information automatically:

- **Log information:** Like most online service providers, we collect information that web browsers, mobile devices, and servers typically make available, including the browser type, IP address, unique device identifiers, language preference, referring site, the date and time of access, operating system, and mobile network information. We collect log information when you use our Services — for example, when you create or make changes to your account
- **Usage information:** We collect information about your usage of our Services. For example, we collect information like your email address and about the actions users perform on our app and our website— in other words, who did what and when. We also collect information about what happens when you use our Services (e.g., page views, support document searches on our website, other parts of our Services) along with information about your device (e.g., screen size, name of cellular network, and mobile device manufacturer). We use this information to, for example, provide our Services to you, get insights on how people use our Services so we can make our Services better, and understand and make predictions about user retention.
- **Location information:** We may determine the approximate location of your device from your IP address. We collect and use this information to, for example, calculate how many people visit our Services from certain geographic regions. We also collect and use this information to ensure that Qyeron is used for business purposes only and meets our service criteria and to protect the privacy of the information entrusted to Users and to Qyeron. We may also collect information about your precise location via our mobile apps) if you allow us to do so through your mobile device operating system's permissions.
- **Stored information:** We may access information stored on your mobile device via our mobile apps. We access this stored information through your device operating system's permissions. For example, if you give us permission to access the contacts on your mobile device.
- **Interactions with other users' inventory:** We collect some information about your interactions with other users' inventory while using our multisite inventory feature.

- **Information from cookies & other technologies:** A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Pixel tags (also called web beacons) are small blocks of code placed on websites and emails. Qyeron uses cookies and other technologies like pixel tags to help us identify and track visitors, usage, and access preferences for our Services, as well as track and understand email campaign effectiveness and to deliver targeted ads.

How and Why We Use Information

Purposes for Using Information

We use information about you for the purposes listed below:

- **To provide our Services.** For example, to set up and maintain your account, host your customer and inventory information, backup and restore your data, provide customer service, document product recommendation and orders, and verify user information.
- **To ensure quality, maintain safety, and improve our Services.** For example, by providing automatic upgrades and new versions of our Services. Or, for example, by monitoring and analyzing how users interact with our Services so we can create new features that we think our users will enjoy and that will help them create and manage pharmacies more efficiently or make our Services easier to use.
- **To market our Services and measure, gauge, and improve the effectiveness of our marketing.** For example, by targeting our marketing messages to groups of our users (like those who have a particular plan with us or have been users for a certain length of time), advertising our Services, analyzing the results of our marketing campaigns (like how many people purchased a paid plan after receiving a marketing message), and understanding and forecasting user retention.
- **To protect our Services, our users, and the public.** For example, by detecting security incidents; detecting and protecting against malicious, deceptive, fraudulent, or illegal activity; fighting spam; complying with our legal obligations; and protecting the rights and property of Qyeron and others, which may result in us, for example, declining a transaction or terminating Services.
- **To fix problems with our Services.** For example, by monitoring, debugging, repairing, and preventing issues.
- **To customize the user experience.** For example, to personalize your experience by serving you relevant notifications and advertisements for our Services, recommending content through our newsletters and updates.

- **To communicate with you.** For example, by emailing you to ask for your feedback, share tips for getting the most out of our products, or keep you up to date on Qyeron; contacting you to verify your payment; or to share offers and promotions that we think will be of interest to you. If you don't want to hear from us, you can opt out of marketing communications at any time. (If you opt out, we'll still send you important updates relating to your account.)
- **To recruit and hire new Qyeroners.** For example, by evaluating job applicants and communicating with them.

Legal Bases for Collecting and Using Information

A note here for those in the European Union about our legal grounds for processing information about you under EU data protection laws, which is that our use of your information is based on the grounds that:

- (1) The use is necessary in order to fulfill our commitments to you under the applicable terms of service or other agreements with you or is necessary to administer your account — for example, in order to enable access to our website on your device or charge you for a paid plan; or
- (2) The use is necessary for compliance with a legal obligation; or
- (3) The use is necessary in order to protect your vital interests or those of another person; or
- (4) We have a legitimate interest in using your information — for example, to provide and update our Services; to improve our Services so that we can offer you an even better user experience; to safeguard our Services; to communicate with you; to measure, gauge, and improve the effectiveness of our advertising; and to understand our user retention and attrition; to monitor and prevent any problems with our Services; and to personalize your experience; or
- (5) You have given us your consent — for example before we place certain cookies on your device and access and analyze them later on.

Sharing Information

How We Share Information

We share information about you in limited circumstances, and with appropriate safeguards on your privacy. These are spelled out below:

- **Subsidiaries and independent contractors:** We may disclose information about you to our subsidiaries and independent contractors who need the

information to help us provide our Services or process the information on our behalf. We require our subsidiaries and independent contractors to follow this Privacy Policy for any personal information that we share with them.

- **Third-party vendors:** We may share information about you with third-party vendors who need the information in order to provide their services to us, or to provide their services to you. This includes vendors that help us provide our Services to you (like payment providers that process your credit and debit card information, fraud prevention services that allow us to analyze fraudulent payment transactions, cloud storage services, postal and email delivery services that help us stay in touch with you, customer chat and email support services that help us communicate with you) those that assist us with our marketing efforts (e.g., by providing tools for identifying a specific marketing target group or improving our marketing campaigns, and to market our services); those that help us understand and enhance our Services (like analytics providers); those that make tools to help us run our operations (like programs that help us with task management, scheduling, word processing, email and other communications, and collaboration among our teams); other third-party tools that help us manage operations; and companies who may need information about you in order to, for example, provide technical or other support services to you. We require vendors to agree to privacy commitments in order to share information with them.
- **Legal and regulatory requirements:** We may disclose information about you in response to a subpoena, court order, or other governmental request.
- **To protect rights, property, and others:** We may disclose information about you when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of Qyeron, third parties, or the public at large. For example, if we have a good faith belief that there is an imminent danger of death or serious physical injury, we may disclose information related to the emergency without delay.
- **Business transfers:** In connection with any merger, sale of company assets, or acquisition of all or a portion of our business by another company, or in the unlikely event that Qyeron goes out of business or enters bankruptcy, user information would likely be one of the assets that is transferred or acquired by a third party. If any of these events were to happen, this Privacy Policy would continue to apply to your information and the party receiving your information may continue to use your information, but only consistent with this Privacy Policy.
- **With your consent:** We may share and disclose information with your consent or at your direction.

- **Aggregated or de-identified information:** We may share information that has been aggregated or de-identified, so that it can no longer reasonably be used to identify you. For instance, we may publish aggregate statistics about the use of our Services.
- **Published support requests:** If you send us a request for assistance (for example, via a support email or one of our other feedback mechanisms), we reserve the right to publish that request in order to clarify or respond to your request, or to help us support other users.

We have a long-standing policy that we do not sell our users' data. We aren't a data broker, we don't sell your personal information to data brokers, and we don't sell your information to other companies that want to spam you with marketing emails.

How Long We Keep Information

We generally discard information about you when it's no longer needed for the purposes for which we collect and use it and we're not legally required to keep it. This is described in the section above on How and Why We Use Information.

For example, we keep web server logs that record information about a visitor to Qyerons 's website, like the visitor's IP address, browser type, and operating system, for approximately 30 days. We retain the logs for this period of time in order to, among other things, analyze traffic to Qyeron's websites and investigate issues if something goes wrong.

Security

While no online service is 100% secure, we work very hard to protect information about you against unauthorized access, use, alteration, or destruction, and take reasonable measures to do so. We monitor our Services for potential vulnerabilities and attacks.

To enhance the security of your account, we encourage you to enable our advanced security settings, like our code authentication.

Choices

You have several choices available when it comes to information about you:

- **Opt out of marketing communications:** You may opt out of receiving promotional communications from us. Just follow the instructions in those communications or let us know. If you opt out of promotional

communications, we may still send you other communications, like those about your account and legal notices.

- **Set your browser to reject cookies:** At this time, Qyeron does not respond to “do not track” signals across all of our Services. However, you can [usually choose](#) to set your browser to remove or reject browser cookies before using Qyeron’s website, with the drawback that certain features of Qyeron’s websites may not function properly without the aid of cookies.
- **Close your account:** While we’d be very sad to see you go, you can close your account if you no longer want to use our Services. ([Here](#) are account closure instructions for WordPress.com accounts.) Please keep in mind that we may continue to retain your information after closing your account, as described in How Long We Keep Information above — for example, when that information is reasonably needed to comply with (or demonstrate our compliance with) legal obligations such as law enforcement requests, or reasonably needed for our legitimate business interests.

Your Rights

If you are located in certain parts of the world, including California and countries that fall under the scope of the European General Data Protection Regulation (aka the “GDPR”), you may have certain rights regarding your personal information, like the right to request access to or deletion of your data.

European General Data Protection Regulation (GDPR)

If you are located in a country that falls under the scope of the GDPR, data protection laws give you certain rights with respect to your personal data, subject to any exemptions provided by the law, including the rights to:

- Request access to your personal data;
- Request correction or deletion of your personal data;
- Object to our use and processing of your personal data;
- Request that we limit our use and processing of your personal data; and
- Request portability of your personal data.

You also have the right to make a complaint to a government supervisory authority.

California Consumer Privacy Act (CCPA)

The California Consumer Privacy Act (“CCPA”) requires us to provide California residents with some additional information about the categories of personal

information we collect and share, where we get that personal information, and how and why we use it.

The CCPA also requires us to provide a list of the “categories” of personal information we collect, as that term is defined in the law, so, here it is. In the last 12 months, we collected the following categories of personal information from California residents, depending on the Services used:

- Identifiers (like your name, contact information, and device and online identifiers);
- Commercial information (your billing information and purchase history, for example);
- Characteristics protected by law (for example, you might provide your gender as part of a research survey for us);
- Internet or other electronic network activity information (such as your usage of our Services, like the actions you take as an administrator of a WordPress.com site);
- Geolocation data (such as your location based on your IP address);
- Professional or employment-related information you provide in a job application; and
- Inferences we make (such as likelihood of retention or attrition).

You can find more information about what we collect and sources of that information in the Information We Collect section above.

We collect personal information for the business and commercial purposes described in the How and Why We Use Information section. And we share this information with the categories of third parties described in the Sharing Information section.

If you are a California resident, you have additional rights under the CCPA, subject to any exemptions provided by the law, including the right to:

- Request to know the categories of personal information we collect, the categories of business or commercial purpose for collecting and using it, the categories of sources from which the information came, the categories of third parties we share it with, and the specific pieces of information we collect about you;
- Request deletion of personal information we collect or maintain;
- Opt out of any sale of personal information; and

- Not receive discriminatory treatment for exercising your rights under the CCPA.

Contacting Us About These Rights

You can usually access, correct, or delete your personal data using your account settings and tools that we offer, but if you aren't able to or you'd like to contact us about one of the other rights, reach out to us at hello@qyeron.com

When you contact us about one of your rights under this section, we'll need to verify that you are the right person before we disclose or delete anything. For example, if you are a user, we will need you to contact us from the email address associated with your account. You can also designate an authorized agent to make a request on your behalf by giving us written authorization. We may still require you to verify your identity with us.

How to Reach Us

If you have a question about this Privacy Policy, or you would like to contact us about any of the rights mentioned in the Your Rights section above, please contact us through our web form or via email (hello@qyeron.com). These are the fastest ways to get a response to your inquiry.

Other Things You Should Know (Keep Reading!)

Transferring Information

Because Qyeron's Services are maybe used by people who live in all parts of the world worldwide, the information about you that we process when you use the Services in the EU may be used, stored, and/or accessed by individuals operating outside the European Economic Area (EEA) who use our app, other members of our group of companies, or third-party data processors. This is required for the purposes listed in the How and Why We Use Information section above.

When providing information about you to entities outside the EEA, we will take appropriate measures to ensure that the recipient protects your personal information adequately in accordance with this Privacy Policy as required by applicable law. These measures include entering into European Commission approved standard contractual arrangements with entities based in countries outside the EEA.

Ads and Analytics Services Provided by Others

We may provide analytics via our Services. These analytics providers may set tracking technologies (like cookies) to collect information about your use of our Services and across our websites and online services. These technologies allow these third parties

to recognize your device to compile information about you or others who use your device. This information allows us and other companies to, among other things, analyze and track usage, determine the popularity of certain content, and deliver services that may be more targeted to your interests. Please note this Privacy Policy only covers the collection of information by Qyeron and does not cover the collection of information by any third-party advertisers or analytics providers.

Third-Party Software and Services

If you'd like to use third-party integrations that enable services provided by third parties, or other third-party software or services, please keep in mind that interacting with them may mean providing information about yourself (or your customers) to those third parties. For example, some third-party services may request or require access to your (yours, or customers') data via a pixel or cookie. Please note that if you use the third-party service or grant access, your data will be handled in accordance with the third party's privacy policy and practices. We don't own or control these third parties, and they have their own rules about information collection, use, and sharing, which you should review before using the software or services.

Privacy Policy Changes

Although most changes are likely to be minor, Qyeron may change its Privacy Policy from time to time. Qyeron encourages visitors to frequently check this page for any changes to its Privacy Policy. If we make changes, we will notify you by revising the change log below, and, in some cases, we may provide additional notice (like adding a statement to our homepage or sending you a notification through email or your dashboard). Your further use of the Services after a change to our Privacy Policy will be subject to the updated policy.

That's it! Thanks for reading.