Privacy Policy

Built by Plato Medical Pte. Ltd. ("Plato"), Plato CMS/EMR is a cloud-based clinic management software and electronic medical records system, which also has other embedded services like a Developer Platform, Plato App Marketplace and PlatoPay.

Plato processes several categories of your data:

- Your personal information as a customer (or potential customer) of Plato's services: this is information that we refer to as "Customer Account Data".
- Your patient data: this is patient information you enter into your CMS/EMR and information that we refer to as "Patient Data".
- Your financial transactions through "PlatoPay" a technology service which connects you with a third party payment service.
- Data you choose to share via Plato's Developer Platform: this may include data that falls in other categories listed here.
- Other data as provided by you on our websites and/or apps.

All data collected by Plato is held and managed in compliance with Singapore's Personal Data Protection Act (2012).

How Plato processes Customer Account Data

Customer Account Data refers to both data from existing and potential customers. When you sign up on Plato's website or sign up for a demo of Plato's software, we collect your data so that we can provide information on Plato's services to you.

Your privacy is important to us. It is Plato's policy to respect your privacy regarding any information we may collect from you across our websites including https://platomedical.com, https://clinic.platomedical.com, and other sites and apps we own and operate. We only ask for personal information when we need it to provide a service to you, and we only use it for the purpose of providing different Plato services to you.

We only retain collected information for as long as necessary to provide you with your requested service, and to fulfil our obligations to you as per our Terms of Service (https://platomedical.com/terms.pdf). What data we store, we'll protect within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

We do not share any personally identifiable information publicly or with third-parties, except when required to by law, when permitted by you, or when it is in compliance with our Terms or Service.

Our websites may link to external sites that are not operated by us. Please be aware that we have no control over the content and practices of these sites, and cannot accept responsibility or liability for their respective privacy policies.

You are free to refuse our request for your personal information, with the understanding that we may be unable to provide you with some of your desired services or features.

How Plato Processes Patient Data

As a Clinic Software and Electronic Medical Records system, Plato holds Patient Data.

Patient privacy is important to us. We do not share any personally identifiable information publicly or with third-parties, except when required to by law, when permitted by you, or when it is in compliance with our Terms or Service (https://platomedical.com/terms.pdf).

If you are an existing customer of Plato, we only retain your Patient Data for as long as necessary to provide you with your requested service, and to fulfil our obligations to you as per our Terms of Service (https://platomedical.com/terms.pdf). Upon termination of our services, we return all your data back to you and erase all copies on our side as detailed out in our Terms of Service.

What data we store, we'll protect within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

How Plato protects data

Plato uses industry-leading third-party cloud service providers to hold your data. Plato manages your data in accordance with cloud security best practices. Plato uses SSL Certificates and AES-256 in-flight and at-rest encryption to ensure that data always stays encrypted throughout its journey from your device to Plato's servers, and back again.

Plato's Developer Platform / Plato's App Marketplace

Through Plato's Developer Platform and Plato's App Marketplace, Plato enables you to link Plato CMS/EMR with other services.

Plato only allows linkages to other services with your express consent. This means that you control and decide with which service you would like to share your data held on Plato.

Any data that you share or receive from third parties that link with Plato will also be governed by the Developer Platform Agreement (found here: https://platomedical.com/developer-agreement.pdf).

How Plato Processes PlatoPay Data

"PlatoPay" is a technology service which connects you with a third party payment service. If you make use of this technology service, Plato will also be collecting, processing and transmitting relevant data including your transaction data that is processed through PlatoPay with your third-party payment service provider. Plato will only share data that is reasonably necessary to provide you with the technology or payment service.

If the payment service provider is Stripe, Plato will be using Stripe's API to access and transmit your charges, refunds, transfers, transfer reversals, account information and disputes/chargeback information. From time to time, Plato may also be required to submit personally identifiable information about the payors at your clinic and the evidence of the services rendered to them to comply with your payment processor's terms of service and to provide the necessary documentation in the event of a payment dispute with your payor.

Your continued use of our website will be regarded as acceptance of our practices around privacy and personal information. If you have any questions about how we handle user data and personal information, or if you want to email our Data Protection Officer, please email support@platomedical.com with the subject line "ATTN: Data Protection Officer"

Google Calendar API

Plato allows you to opt-in for a Google Calendar sync of your appointments – from Plato to your Google Account. If you opt-in for this service, you will be asked to allow Plato access to your Google Calendar account using Google API.

- *Who is requesting your Google Calendar data?* Plato Medical Pte Ltd will require access to your Google Calendar data to sync appointments from Plato to your Google Calendar account.
- *What data will be requested?* Plato would require read and write access to all your Google calendars and Google Calendar Events to sync appointments from Plato to Google Calendar.
- *Why are we requesting this data?* "Plato to Google Calendar sync" is an optional opt-in feature. Should you choose to opt-in, Plato would require access to your Google Calendar data to sync the appointments.
- *Will this data be shared with anyone else?* No. Your Google Account data is not shared with any other Plato account.

This policy is effective as of 21 May 2020.