



CUSTOMER DATA PROTECTION RIGHTS POLICY

Our users/customers have data protection rights and are entitled to the following:

- **The right to access;**

Our users/customers have the right to request copies of their personal data. Mitera Health reserves the right to charge a fee for this service if it will require a substantial amount of resources to accomplish.

- **The right to rectification;**

Our users/customers have the right to request that Mitera Health correct any information they believe and have proven have been captured inaccurately. Users/Customers also have the right to request Mitera Health to complete the information they believe is incomplete.

- **The right to erasure;**

Our users/customers have the right to request that Mitera Health erase their personal data, under certain conditions. These conditions are not limited to regulatory requirements, law enforcement agencies, or where such action may cause disruption to our system.

- **The right to restrict processing;**

Our users/customers have the right to request that Mitera Health restrict the processing of their personal data, under certain conditions. (as above)

- **The right to object to processing;**

Our users/customers have the right to object to our Company's processing of your personal data, under certain conditions. (as above)

- **The right to data portability;**

Our users/customers have the right to request that Mitera Health transfer the data that we have collected to another organization, or directly to them, under certain conditions. (as above)

User/Customer requests based on any of the rights above shall be handled between 3 to 5 working weeks.

Customers may contact us by email, by writing to: info@miterahealth.com.ng