

# Privacy, GDPR, and AI Compliance Policy for Taskgo Pharma Prescription Ordering Portal

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## 1. Introduction

Taskgo Pharma ("we," "our," or "us") is committed to safeguarding the privacy and personal data of patients who use our Prescription Ordering Portal ("the Portal"). This Privacy, GDPR, and AI Compliance Policy explains how we collect, process, store, and protect your personal data in compliance with the General Data Protection Regulation (GDPR) and applicable Irish legislation. By using the Portal, you consent to the terms of this policy.

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## 2. Data Controller

Taskgo Pharma acts as a data processor on behalf of pharmacies using our Portal. Your chosen pharmacy is the data controller responsible for your personal data. If you have any questions about data processing, you should contact your pharmacy directly. Taskgo Pharma ensures that data processing aligns with GDPR requirements.

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## 3. Data Collection and Purpose

We collect and process the following personal data:

- **Account Information:** Name, email address, phone number, and address.
- **Prescription Orders:** Medication details, prescription uploads, and order history.
- **Health Information:** Any relevant medical details provided for prescription processing.
- **Usage Data:** Information about how you interact with the Portal, including IP address and log data.

Your data is used for:

- Processing prescription orders.
  - Facilitating communication with pharmacies.
  - Enhancing service functionality and security.
  - Complying with legal and regulatory obligations.
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## 4. Legal Basis for Processing

We process personal data based on the following legal grounds:

- **Performance of a Contract:** To fulfill your prescription requests and provide services.
  - **Legal Obligations:** Compliance with healthcare regulations and data protection laws.
  - **Legitimate Interests:** Improving our services while ensuring privacy and security.
  - **Explicit Consent:** When processing special categories of personal data, such as health information, you provide explicit consent during order submission.
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## 5. Data Sharing and Disclosure

Your personal data may be shared with:

- **Pharmacies:** Your selected pharmacy receives your prescription order details to fulfill the request.
- **Service Providers:** Third-party vendors assisting with secure data processing and platform functionality.
- **Legal Authorities:** If required by law, court order, or regulatory compliance.

We do not sell or share your personal data for marketing purposes.

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## 6. Data Retention

We retain your personal data only as long as necessary to:

- Fulfill prescription orders and comply with legal obligations.
  - Resolve disputes and enforce agreements.
  - Meet pharmacy regulatory data retention requirements.
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## 7. Data Subject Rights

As a data subject under GDPR, you have the following rights:

- **Access:** Request access to your personal data.
- **Correction:** Request correction of inaccurate or incomplete data.
- **Erasure:** Request deletion of your data where legally permitted.
- **Restriction:** Request limited processing of your data under certain conditions.
- **Data Portability:** Request transfer of your data in a structured format.
- **Objection:** Object to processing based on legitimate interests.

Requests related to these rights should be directed to your pharmacy or Taskgo Pharma at [info@taskgo.ie](mailto:info@taskgo.ie)

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## 8. Data Security

We implement technical and organizational measures to protect personal data, including:

- Encryption of data in transit and at rest.
- Secure access controls and authentication mechanisms.
- Regular security assessments to prevent unauthorized access.

While we take all reasonable precautions, no online service is completely secure. Users should also take steps to protect their accounts and personal information.

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## 9. AI Compliance and Ethical Use

The Portal may utilize AI-powered features to enhance efficiency. By using the Portal, you acknowledge and agree that:

- AI may assist in processing prescription orders, but final approvals and verifications remain with the pharmacy.
- Pharmacies are responsible for ensuring that AI-powered features comply with applicable healthcare regulations.
- AI tools are not used for automated medical decision-making without human oversight.
- Users must provide accurate information and not manipulate AI features for fraudulent or unlawful purposes.

Any misuse of AI tools, including attempts to bypass prescription regulations, may result in account suspension and legal action.

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## 10. International Data Transfers

If your personal data is transferred outside the European Economic Area (EEA), we ensure appropriate safeguards are in place, such as:

- Standard Contractual Clauses approved by the European Commission.
  - Data protection measures consistent with GDPR requirements.
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## 11. No Refund and Termination Policy

- Taskgo Pharma is not responsible for your prescriptions, costs associated or any clinical related matters. This is between you and your pharmacy.
- Taskgo Pharma reserves the right to terminate access to the Portal at any time without notice or legal liability if a user is found in violation of this policy, engages in fraudulent activity, or poses a security risk.

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## **12. Changes to This Policy**

We may update this policy from time to time. Any significant changes will be communicated through the Portal or email notifications.

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## **13. Contact Information**

For questions regarding this policy or data protection practices, contact:

### **Data Protection Officer**

Taskgo Pharma

Email: [info@taskgo.ie](mailto:info@taskgo.ie)

If you believe your data protection rights have been violated, you may contact the Data Protection Commission:

### **Data Protection Commission**

21 Fitzwilliam Square South

Dublin 2, D02 RD28

Ireland

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Telephone: +353 (0)761 104 800

By using the Prescription Ordering Portal, you confirm that you have read, understood, and agreed to this Privacy, GDPR, and AI Compliance Policy.