

Privacy Policy

Last updated: April 2026

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

1. Definitions

Account means a unique account created for You to access Our Service or parts of Our Service.

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to DGNCT LLC, a company established under the laws of Florida, U.S.A., address: 333 SOUTHEAST 2ND AVE., 20TH FLOOR #563, MIAMI, FL, 33131.

Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.

Country refers to: Country of Your residence

Device means any device that can access the Service such as a computer, a cellphone or a digital tablet.

Personal Data is any information that relates to an identified or identifiable individual.

Service refers to the Website.

Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.

Usage Data refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Website refers to Diagnocat AI, accessible from <https://diagnocat.com/>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

2. Collecting and Using Your Personal Data

2.1 Types of Data Collected

2.1.1 Personal Data

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- First name and last name;
- Email address;
- Phone number;
- company, profession, or specialization details, where relevant;
- Address, State, Province, ZIP/Postal code, City;
- Usage Data

2.1.2 Usage Data

Usage Data is collected automatically when using the Service.

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of Our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit Our Service or when You access the Service by or through a mobile device.

2.2 Tracking Technologies and Cookies

We use Cookies and similar tracking technologies on Our Website to enable core functionality, maintain security, remember user choices, and, where permitted, support analytics and similar optional features. Tracking technologies may include cookies, beacons, tags, scripts, and similar technologies.

Where required by applicable law, Diagnocat obtains consent for the use of non-essential cookies and similar technologies through a cookie banner or similar consent mechanism. Strictly necessary cookies are used without consent where permitted because they are required for the operation, security, or core functionality of the Website.

The technologies We use may include:

- **Cookies or Browser Cookies.** A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of Our Service. Unless You have adjusted Your browser setting so that it will refuse Cookies, Our Service may use Cookies.
- **Web Beacons.** Certain sections of Our Service and Our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser. Learn more about cookies on the Privacy Policies Website article.

We use both Session and Persistent Cookies for the purposes set out below:

● **Necessary / Essential Cookies**

Type: Session Cookies

Administered by: Us

Purpose: These Cookies are strictly necessary for the operation, security, and core functionality of the Website, including user authentication, session management, and fraud prevention. Without these Cookies, the Website or certain requested functions cannot operate properly.

● **Cookies Policy / Notice Acceptance Cookies**

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies identify if users have accepted the use of cookies on the Website. Each type of non-essential cookie (e.g., analytics, advertising) is subject to separate and specific user consent via a cookie banner. Consent for essential cookies is provided independently from marketing or other services.

● **Functionality Cookies**

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies remember choices You make on the Website, such as language, interface, or similar preference settings in order to improve usability and provide a more consistent user experience.

2.3 Use of Your Personal Data

Diagnocat uses Personal Data only where there is an appropriate legal basis and only for the specified and legitimate purposes.

2.3.1 Where Diagnocat acts as Controller

Where Diagnocat acts as Controller, We process limited Personal Data. This may include:

- information You provide directly to us, such as Your name, contact details, company or professional information, and the content of Your communications with us;
- limited technical data generated when You use the Website, including cookies and similar technologies, subject to applicable law and Our cookie settings.

We use this Personal Data to:

- respond to inquiries, demo requests, and other communications;
- manage business relationships, onboarding, support, billing, training, and related service communications;
- send marketing or product information where permitted by law and, where required, based on consent;
- operate, secure, and improve the Website and related services;
- comply with legal obligations and protect Diagnocat's rights.

Where required by applicable law, We rely on Your consent. In other cases, We rely on performance of a contract, steps taken prior to entering into a contract, compliance with legal obligations, or Our legitimate interests in operating and improving Our business, services, and communications.

We may share such Personal Data with service providers, affiliated entities, advisors, auditors, or authorities where necessary for the above purposes, where required by law, or where needed to establish, exercise, or defend legal claims.

For further information about service-provider roles and processing carried out in connection with Our services, please refer to Our publicly available Data Processing Addendum, where relevant.

2.3.2 Where Diagnocat acts as Processor / Service Provider

Where personal data, including patient-related data or patient images, is submitted to Diagnocat by a clinic, doctor, or other healthcare customer for use of the services, Diagnocat processes such data only on documented instructions from the relevant customer, except where otherwise required by applicable law.

In those cases, the relevant clinic or healthcare customer acts as Controller and Diagnocat acts as Processor or service provider. The relevant customer determines the purposes of processing, categories of data, categories of data subjects, legal bases, and the applicable retention requirements. The Data Processing Addendum forms part of this arrangement and provides additional information on roles, retention, deletion, and data subject rights.

If You are a patient or other individual whose data was submitted to Diagnocat by a healthcare provider, You should refer to that provider's privacy notice for information about the purposes of processing, legal bases, retention, and Your rights.

Where Diagnocat handles Protected Health Information on behalf of a healthcare provider or other covered entity under applicable U.S. law, Diagnocat acts as a Business Associate, where applicable, and processes such PHI in accordance with the applicable agreement with the relevant customer, including any Business Associate Agreement. In that context, Diagnocat implements administrative, physical, and technical safeguards designed to protect the confidentiality, integrity, and availability of PHI, in line with applicable U.S. legal requirements, including the HIPAA Privacy Rule and HIPAA Security Rule. The relevant healthcare provider or covered entity remains primarily responsible for providing the relevant privacy notice and for responding to patient rights requests or other HIPAA-related communications, except to the extent Diagnocat is required to assist under applicable law or contract.

3. How We keep You updated on Our products and services

Where permitted by applicable law, Diagnocat may send You relevant offers and news about its products, services, events, and updates by email or other business communication channels. Where consent is required by law, Diagnocat will send such communication only if You have previously given Your consent. Where applicable law permits marketing on the basis of legitimate interests, Diagnocat will do so only where permitted and subject to Your right to object at any time. You can opt out of marketing communication at any time by contacting Us.

4. Retention of Your Personal Data

Diagnocat retains Personal Data only for as long as is necessary for the purposes for which it was collected, including to satisfy legal, regulatory, contractual, accounting, reporting, security, and dispute-resolution requirements.

Where Diagnocat acts as Controller, retention periods are determined based on the nature of the relationship with You, the type of Personal Data, the purpose of processing, and any applicable legal or contractual requirements.

Where Diagnocat acts as Processor / Service Provider on behalf of a clinic, doctor, or other healthcare customer, Diagnocat retains Personal Data in accordance with the applicable contract, the customer's documented instructions, and applicable law.

When personal data is no longer required, Diagnocat will delete, anonymize, or securely dispose of it, unless continued retention is required or permitted by law.

If You would like more specific information about the retention period or the criteria used to determine the retention period applicable to Your Personal Data, You may contact Us using the contact details set out in this Privacy Policy.

5. Transfer of Your Personal Data

Diagnocat may process or store Personal Data in countries other than the country in which You are located where this is necessary to provide the Website, deliver services, use service providers or affiliated entities that support Our operations, or comply with applicable legal obligations.

Where required by applicable data protection law, including where Personal Data is transferred across borders to a jurisdiction that requires specific transfer safeguards, Diagnocat will ensure that appropriate safeguards are in place. These may include, where applicable:

- an adequacy decision issued by the relevant authority;
- standard contractual clauses or another legally recognized transfer mechanism;
- supplementary technical, contractual, and organizational measures where required.

You may contact Us using the details below to request further information about the safeguards used for international transfers of Personal Data.

Where Diagnocat acts as Processor on behalf of a clinic, doctor, or other healthcare customer, international transfers are carried out in accordance with the applicable contract and Data Processing Addendum.

6. Disclosure of Your Personal Data

6.1 Business Transactions

If the Company is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Policy.

6.2 Law enforcement

Under certain circumstances, the Company may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

6.3 Other legal requirements

The Company may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

7. Security of Your Personal Data

Diagnocat implements appropriate technical and organizational measures designed to protect Personal Data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

These measures include, as appropriate, access controls and role-based access restrictions, encryption, anonymization and archiving techniques, backup and recovery controls, vulnerability management, and procedures for incident response and secure administration. However, no method of transmission over the Internet or method of electronic storage is completely secure. While Diagnocat works to protect Your Personal Data, absolute security cannot be guaranteed.

8. Your Rights Over Your Personal Data

Depending on the context of the processing, these rights may be exercised directly against Diagnocat where Diagnocat acts as Controller. Where Diagnocat processes Personal Data on behalf of a clinic, doctor, or other healthcare customer acting as Controller, You should direct Your request primarily to that organization, and Diagnocat will assist as required by applicable law and contractual obligations.

8.1 The Right To Be Informed About Our Collection And Use Of Personal Data

You have the right to be informed about how Diagnocat collects and uses Your Personal Data. We provide this information through this Privacy Policy and, where applicable, other relevant privacy notices. These notices may be updated from time to time to reflect changes in Our data processing activities, legal obligations, or services.

8.2 Right To Access Your Personal Data

You have the right to request access to the Personal Data that We hold about You, together with certain information about how it is processed. We may ask for proof of identity and sufficient information about You to help Us locate Your personal information. We will respond to Your request without undue delay and within one month of receipt. This period may be extended by

up to two further months if necessary, considering the complexity and number of requests. If so, We will inform You of the extension and the reasons for the delay.

8.3 Right To Rectification Of Your Personal Information

If any of the personal information We hold about You is inaccurate, incomplete or out of date, You may ask Us to correct it.

8.4 Right To Stop Or Limit Our Processing Of Your Data

You have the right to object to Us processing Your Personal information for particular purposes, to have Your information deleted if We are keeping it too long, or have its processing restricted in certain circumstances.

8.5 Right To Withdraw Consent

You have the right to withdraw Your consent to the processing of Your Personal Data at any time.

Withdrawal of consent does not affect the lawfulness of data processing based on consent before its withdrawal. Where applicable, You may withdraw consent by using the “unsubscribe” link in marketing communications, adjusting Your cookie preferences, changing relevant account settings, or contacting Us using the details set out in this Privacy Policy.

8.6 Right To Erasure

You have the right to request deletion of Your Personal Data that We have collected about You.

Our Service may give You the ability to delete certain information about You from within the Service.

You may update, amend, or delete Your information at any time by signing in to Your Account, if You have one, and visiting the account settings section that allows You to manage Your personal information. You may also contact Us to request access to, correct, or delete any personal information that You have provided to Us.

Please note, however, that We may need to retain certain information where continued retention is required or permitted by applicable law, necessary to establish, exercise, or defend legal claims, necessary for security or fraud-prevention purposes, or otherwise justified under applicable data protection law.

8.7 Right To Data Portability

In certain circumstances, You have the right to receive Personal Data You have provided to a Controller in a structured, commonly used, and machine readable format and to request that it be transmitted to another Controller, where technically feasible.

8.8 Right to Lodge a Complaint

You have the right to lodge a complaint with a competent data protection supervisory authority, in particular in the country of Your habitual residence, place of work, or place of the alleged infringement, if You believe that the processing of Your Personal Data infringes applicable data protection law.

8.9 How to Exercise Your Rights

If You would like to exercise any of the rights described above, please contact Us using the contact details set out below.

Where Diagnocat acts only as Processor or service provider on behalf of a healthcare customer, We may redirect Your request to the relevant Controller or support that Controller in responding, as required by applicable law and contractual obligations.

8.9.1. Privacy Rights for US Residents

This section applies to individuals who reside in U.S. states with applicable privacy laws, including California and other states that provide consumer privacy rights.

Depending on how You interact with Our Website and services, Diagnocat may collect categories of personal information such as identifiers and contact details, professional or business information, internet or other electronic network activity information, approximate geolocation derived from IP address, and, where Diagnocat processes information on behalf of a healthcare customer, health-related information processed only as a service provider or business associate acting on the customer's instructions.

Diagnocat does not sell personal information for monetary consideration. Where applicable law treats certain disclosures for analytics, advertising, or similar purposes as "sharing," Diagnocat will provide any required opt-out mechanism.

Depending on the law applicable in Your state of residence, You may have the right to request access to personal information, request correction of inaccurate personal information, request deletion of personal information, opt out of the sale or sharing of personal information where applicable, limit the use of sensitive personal information where applicable, and not be discriminated against for exercising Your rights. Some states may also provide a right to appeal a decision regarding a privacy request.

To exercise applicable privacy rights, please contact Us using the contact details set out in this Privacy Policy. We may need to verify Your identity before processing Your request.

8.9.2. Privacy Rights for Canadian Residents

This section applies to individuals who reside in Canada. Diagnocat complies with applicable Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act ("PIPEDA") and, where applicable, provincial privacy laws such as Quebec's Act Respecting the Protection of Personal Information in the Private Sector ("Law 25").

Diagnocat collects, uses, and discloses personal information only for identified and appropriate purposes and only to the extent reasonably necessary for those purposes. Where required by applicable law, Diagnocat obtains meaningful consent for the collection, use, and disclosure of personal information. Where sensitive personal information is involved, Diagnocat will obtain consent in accordance with applicable legal requirements.

Canadian residents may request access to the personal information Diagnocat holds about them and may request correction of inaccurate or incomplete personal information, subject to applicable law.

Where required by applicable Canadian law, Diagnocat will provide notice of eligible breaches of security safeguards to affected individuals and to the relevant authority. Canadian residents may also have the right to submit a complaint to the Office of the Privacy Commissioner of Canada or, where applicable, to the Commission d'accès à l'information du Québec.

8.9.3. Privacy Rights for EU / EEA Residents

This section applies to individuals located in the European Union and European Economic Area. Diagnocat processes personal data of EU / EEA residents in accordance with the General Data Protection Regulation ("GDPR").

Subject to applicable law and depending on the circumstances of the processing, You may have the right to access Your personal data, request rectification of inaccurate personal data, request erasure of personal data, request restriction of processing, object to processing, withdraw consent where processing is based on consent, and request data portability.

You also have the right to lodge a complaint with a competent supervisory authority in the EU / EEA Member State of Your habitual residence, place of work, or place of the alleged infringement. Diagnocat encourages You to contact Us first so that We can try to address Your concerns directly.

Where Diagnocat transfers personal data of EU / EEA residents outside the EU / EEA, Diagnocat will implement appropriate safeguards where required by applicable law, including adequacy decisions, standard contractual clauses, or other legally recognized transfer mechanisms, as applicable.

For questions about EU / EEA privacy matters, You may contact Us using the contact details set out in this Privacy Policy.

8.9.4. Privacy Rights for UK Residents

This section applies to individuals who reside in the United Kingdom. Diagnocat processes personal data of UK residents in accordance with the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

If You are a UK resident and believe that Diagnocat has not handled Your personal data in accordance with applicable law, You have the right to lodge a complaint with the Information Commissioner's Office ("ICO"). Diagnocat encourages You to contact Us first so that We can try to address Your concerns directly.

Where Diagnocat transfers personal data of UK residents outside the United Kingdom, Diagnocat will use appropriate safeguards where required by applicable law. These safeguards may include adequacy regulations, standard contractual clauses together with the UK Addendum, the International Data Transfer Agreement, or another legally recognized transfer mechanism, as applicable.

For questions about UK privacy matters, You may contact Us using the contact details set out in this Privacy Policy.

8.9.5. Privacy Rights for Swiss Residents

This section applies to individuals who reside in Switzerland. Diagnocat processes personal data of Swiss residents in accordance with the Swiss Federal Act on Data Protection ("FADP").

If You are a Swiss resident and believe that Diagnocat has not handled Your personal data in accordance with applicable law, You may contact the Federal Data Protection and Information Commissioner (“FDPIC”). Diagnocat encourages You to contact Us first so that We can try to address Your concerns directly.

Where Diagnocat transfers personal data of Swiss residents outside Switzerland, Diagnocat will implement appropriate safeguards where required by applicable law, including contractual safeguards or other legally recognized transfer mechanisms, as applicable.

Subject to applicable law, Swiss residents may have rights regarding their personal data, including the right to request access to their personal data and request correction of inaccurate personal data. For questions about Swiss privacy matters, You may contact Us using the contact details set out in this Privacy Policy.

9. Children's Privacy

We do not knowingly collect personally non-anonymized identifiable information from a person considered as a child under the law of their country. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data, please contact Us. If We become aware that We have collected Personal Data from a person considered as a child under the law of their country without verification of parental consent, We take steps to remove that information from Our servers.

If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, We may require Your parent's consent before We collect and use that information.

10. Links to Other Websites

Our Website may contain links to other websites that are not operated by Us. If You click on a third party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

11. Notification Procedures

Where Diagnocat is required or permitted to provide You with notices relating to this Privacy Policy or the processing of Your personal data, Diagnocat may provide such notices via email, written notice, or hard copy notice, or through conspicuous posting of such notice on Our Website, as appropriate and permitted by applicable law. Where applicable law requires a specific method, content, or timing of notice, including for certain personal data breaches, Diagnocat will provide notice in accordance with those legal requirements.

12. Do Not Track Signals

Some web browsers offer a "Do Not Track" (DNT) feature that sends a signal to websites requesting that Your browsing not be tracked. There is currently no universally accepted

standard for how websites should respond to DNT signals, and Diagnocat does not currently alter its data collection or use practices in response to DNT signals.

However, Diagnocat recognises and respects the Global Privacy Control (GPC) signal. For California residents, Diagnocat will treat a valid GPC signal received from Your browser or device as an opt-out of the sale and sharing of Your personal information for cross-context behavioural advertising, as required by the California Privacy Rights Act (CPRA) and the regulations of the California Privacy Protection Agency (CPPA). The GPC opt-out applies to the specific browser or device from which the signal is transmitted and does not extend to other browsers or devices.

To learn more about the Global Privacy Control and how to enable it, visit globalprivacycontrol.org.

13.Changes to this Privacy Policy

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

14.Contact Us

Diagnocat has designated a privacy contact for matters related to this Privacy Policy and the processing of Personal Data. If You have questions about how Diagnocat processes Your Personal Data or wish to exercise Your rights, You can contact Us:

By email: privacy@diagnocat.com

By mail: 333 SOUTHEAST 2ND AVE., 20TH FLOOR #563, MIAMI, FL, 33131.