

Terms and conditions for Ministry of Health channels

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Terms and Conditions For Using The Ministry of Health's

Communication Channels

The terms and conditions contained in this document represent a binding agreement between the Ministry of Health and the beneficiary of the services provided through the Ministry of Health's platforms and channels. Therefore, your use of the Ministry of Health's platforms and communication channels means your implicit agreement to all the terms and conditions contained in this document, and any violation thereof will subject the user to legal accountability.

1. Agree to the terms and conditions

Your use of the Ministry of Health's channels and platforms and your sharing of your personal information constitutes implicit agreement to these terms and conditions.

2. Amendments to the terms and conditions

Due to ongoing changes in platforms, communication channels, and their usage, these terms and conditions may be modified at any time. Any modification or update to these terms will become effective immediately upon publication on the Ministry of Health website. Therefore, it is recommended to visit this page periodically to review any updates. Furthermore, continued use of the Ministry of Health's communication channels signifies your full

acceptance of any modifications to the terms and conditions without prior notice.

3. General terms and condition

1. All materials and information provided are free and non-profit
2. Arabic is the primary language for using the portal and accessing all its materials.
3. Access to the 937 digital portal requires a unified national access code
4. For any inquiries regarding the 937 digital portal or the services offered by the Ministry of Health, please contact the unified number 937.

4. Interacting with the platform

- The Ministry of Health is committed to responding and interacting through all approved digital channels during official working hours, according to the timeframe specified on the relevant page.
- The Ministry of Health is committed to fulfilling all requests for support and assistance through approved communication channels based on the information provided by the beneficiary.

5. Treating fairly and equitably

- The Ministry of Health is committed to dealing fairly and honestly with all beneficiaries at all stages of service provision, and is committed to

providing the necessary care and attention to elderly beneficiaries and people with disabilities of both genders.

6. Working Hours

The working hours for the Ministry of Health's communication channels may change according to platform updates. It is recommended to check for any updates in this regard.

7. The purpose of recording communication and collecting information

By using our communication channels, you authorize the Ministry of Health to record all your conversations and requests made through these channels. These audio and written recordings are the sole evidence reflecting the content of the communication. The Ministry of Health collects this data to:

1. Allow you access to government services and transactions.
2. Understand how you use the website and its electronic services to ensure they meet user needs.
3. Gather feedback to improve our services.
4. Provide you with information about local services.
5. Monitor website usage to identify security threats.

8. Principles and rights for the protection of personal data

- Responsibility: Privacy policies and procedures must be defined and documented.

- **Transparency:** Beneficiaries must be informed of the privacy policies and procedures in place at the Ministry of Health.
- **Choice and Consent:** The data subject must be given the options and consent regarding the collection, use, or disclosure of their data.
- **Data Access:** The means by which the data subject can access and review their personal data must be defined and provided.
- **Data Security:** Personal data must be protected from leakage, damage, loss, misuse, alteration, or unauthorized access.
- **Monitoring and Compliance:** Compliance with the Ministry of Health's privacy policies and procedures must be monitored.

9. Privacy and data confidentiality

Personal data is considered a beneficiary's right, and the Ministry of Health takes data confidentiality very seriously through privacy protection measures. The Ministry of Health also explains how it handles data across all channels and the specific type of information that is collected and processed based on each system:

- **Personal information:** such as name, date of birth, nationality, national identity number, gender, and emergency contact.
- **Contact information:** including home address, phone numbers and email.

- Family information: including marital status, spouse details, and children's details when related to medical and treatment history.
- Health information: including medical records, diagnoses, treatment plans, prescriptions, vaccination records, and health conditions. It also includes data related to public health initiatives, Hajj and Umrah services, and treatment services.
- Financial information: such as financial transactions, bank account details, payment methods, insurance details and payer information.
- Professional Information: Covers details of healthcare providers, qualifications, certifications and professional record of medical personnel.
- Sensitive data: such as medical records and data indicating an individual's health status.
- Profiles and website usage: including preferences for health services, interactions with the Ministry of Health's digital platforms and user data.

Furthermore, when processing personal data relating to a person lacking legal capacity, the legal guardian will be notified and the necessary consent will be obtained, taking into account the regulatory requirements for the legal guardian of the person whose personal data belongs to the person lacking legal capacity, so that he acts in a way that serves the best interests of the data owner.

10. Disclaimer

The electronic services provided by the Ministry of Health through its website, and the information regarding various government departments and agencies, are offered solely to facilitate manual procedures. You acknowledge that internet communications may be subject to interference or interception by third parties while requesting services through the Ministry of Health's digital platforms or channels. The Ministry of Health does not replace information provided by official entities, and requests and administrative procedures can be conducted directly with the relevant authorities. Therefore, accessing the Ministry of Health's website remains at your own risk. We are not liable under any circumstances for any loss or damage of any kind that you may incur as a result of your use of or visit to the website, or your reliance on any statement, opinion, or advertisement on the website, or any delays in operation, connection failures, internet access problems, equipment or software malfunctions, or the conduct or opinions of any person accessing the Ministry of Health's website. You hereby acknowledge and agree that your sole and exclusive remedy for any damage or loss incurred as a result of your access to or use of this website is to refrain from using or accessing the website or to discontinue such use.

11. Restrictions on the use of communication channels

By using the Ministry of Health website, you agree to refrain from the following:

- Providing or uploading files containing software, materials, data, or other information that you do not own or have a license for.
- Using this site in any way to send any commercial or unsolicited email or any other such misuse of the Ministry of Health portal.
- Providing or uploading files to this site that contain viruses or corrupted data.
- Publishing, advertising, distributing, or circulating materials or information that contain defamation, violations of laws, pornography, obscenity, or anything contrary to Islamic teachings or public morals, or any other illegal materials or information through the Ministry of Health portal.
- Publishing, advertising, distributing, or circulating materials or information that contain defamation, violations of laws, pornography, obscenity, or anything contrary to Islamic teachings or public morals, or any other illegal materials or information through the Ministry of Health portal.
- Participating through the Ministry of Health portal in illegal or illicit activities in the Kingdom of Saudi Arabia.

- Advertising - on the Ministry of Health portal - any product or service that puts us in violation of any applicable law or regulation in any field.
- Using any means, program, or procedure to intercept or attempt to intercept the proper operation of the Ministry of Health portal.
- Taking any action that imposes an unreasonable, excessive, or inappropriate load on the infrastructure of the Ministry of Health portal.

12. Restrictions on the use of social media channels for the Ministry of Health's platforms and accounts

- It is prohibited to transfer or copy any of the contents of the Ministry of Health portal, create any electronic links to it, or display any of it in a frame.
- Your use of the Ministry of Health's social media channels means your commitment to any relevant national regulations or rules, as well as any procedures approved by the site to benefit from these channels.
- Your use of the Ministry of Health's social media channels means that you are bound by any relevant national regulations or rules, as well as any procedures approved by the site to benefit from these channels.
- Since social media sites are public networks, it is advised not to share personal information that you do not wish to publish publicly, and to

provide personal information in private messages only to employees on official Ministry of Health channels for the purpose of providing service.

- Since social media platforms are public networks, it is advised not to share personal information that you do not wish to publish publicly. Personal information should only be provided in private messages to employees on official Ministry of Health channels for the purpose of providing services.
- Links to the Ministry of Health may be placed on any other websites whose objectives and general direction do not conflict with the objectives, policies, and frameworks of the Ministry of Health website.
- The Ministry of Health is in no way affiliated with or associated in any way with any trademarks, logos, service marks, or other means used or displayed on websites linked to this portal or any of its content.
- The Ministry of Health reserves the right to stop and block any link in any form from any site that contains inappropriate, obscene, invasive, obscene, pornographic, indecent, unacceptable, or illegal content, or names, materials, or information that violate any law or infringe upon any intellectual property rights, privacy rights, or publicity rights.
- The Ministry of Health reserves the right to disable any link in any form that is not authorized and bears no responsibility for the contents available on any other site accessed through or from this portal.

13. Content responsibility

The Ministry of Health is not responsible for any content or opinions expressed or shared by a user through our social media accounts, and the posts that appear on the Ministry of Health's accounts may not necessarily reflect its views.

14. Comments and observations

The Ministry of Health welcomes all your comments and suggestions through its channels. We ask that you refrain from using offensive or insulting language. The Ministry of Health reserves the right to delete any comments or posts it deems:

- Inappropriate or unrelated to the main topic of participation.
- It contains threats, personal attacks, incitement, offensive language, or is classified as harassment or annoyance.
- It contains viruses or malware that may harm users' devices.
- In the case of posting inappropriate content, the ministry has the right to ban the offending user.

15. Abstaining from illegal behavior

Acknowledging that you submit exclusively to the judicial authorities of the Kingdom of Saudi Arabia with regard to all claims and disputes arising from your use of the Ministry of Health website, noting that Arabic will be the

official language used to resolve any disputes arising from your use of the website or its content.

16. Language used

Arabic is the primary language for using the portal and accessing all published materials. The translation of any such material is intended to provide an added service, and therefore, the available translation should not be relied upon to interpret any disputes regarding the portal's content.

17. Right and obligations of the beneficiary

1. Beneficiary requests are handled fairly and confidentially, with responses provided through the system and via telephone, informing the beneficiary of the status of their request.
2. The Ministry of Health website allows access to the services it offers.
3. Entered data must be accurate. Inaccurate or unsubstantiated data may result in the application being rejected.
4. Applicants bear full responsibility for their choices, and applications that do not comply with the terms, regulations, and systems of the Ministry of Health will be rejected.

18. Ministry rights and duties

- Responding to requests and complaints and communicating directly with beneficiaries if the services are electronic, within the framework of the approved Service Level Agreement.

- Failure to respond to messages and requests received from beneficiaries will be subject to accountability.
- The Ministry of Health website administration reserves the right to cancel or suspend certain submitted requests without cause.
- The Ministry of Health website administration reserves the right to exclude non-compliant requests or those containing incorrect information.
- The Ministry of Health website administration reserves the right to temporarily disable certain services or systems for maintenance or other reasons.

19. Property Right

- All information and data mentioned within the Ministry of Health website are protected by copyright, trademarks and other forms of intellectual property rights, and it is strictly prohibited to copy, modify, reprint, download or personally exploit any of the graphics or content in any way whatsoever without the prior written consent of the Ministry of Health of the Kingdom of Saudi Arabia.