

ClinicPulse

Privacy Policy — Clinic Subscribers

Web Neuro Inc. · webneuro.ca · Calgary, Alberta, Canada

Effective Date: May 17, 2026 · Last Updated: May 17, 2026

1. Introduction

Web Neuro Inc. ('WebNeuro', 'we', 'us', 'our') is committed to protecting the privacy of clinic operators who use ClinicPulse. This Privacy Policy explains what information we collect, how we use it, and your rights regarding your data.

ClinicPulse does NOT collect, store, or process any patient personal information or personal health information. We are not a health information custodian under PHIPA or equivalent provincial legislation.

2. Information We Collect

2.1 Clinic Account Data

- Clinic owner name and email address
- Clinic business name and physical address
- Phone number and booking page URL
- Clinic logo (if uploaded)
- Password (encrypted — never stored in plain text)

2.2 Clinic Operational Data (You Provide)

- Current wait time status (updated by you)
- Open/closed status
- Accepting walk-ins status
- Operating hours and holiday schedules
- Custom status messages
- Widget design preferences and color settings
- Google Business Profile connection (Pro plan)

2.3 Technical Data

- API key (auto-generated, unique per clinic)
- Registered domain(s) for widget deployment
- Dashboard login timestamps
- Widget load events (anonymous, no patient data)
- Browser type and IP address (standard server logs)

2.4 Payment Data

Payment processing is handled entirely by Stripe. Web Neuro Inc. does not store your credit card number, CVV, or full payment details. We receive only a transaction confirmation and last 4 digits for record-keeping purposes.

3. What We Do NOT Collect

We never collect patient names, health card numbers, diagnoses, prescriptions, appointment details, or any personal health information.

- No patient names or identifiers
- No health card numbers
- No diagnoses or medical records
- No appointment details or clinical notes
- No OHIP or provincial health billing data

4. How We Use Your Information

- To create and manage your ClinicPulse account
- To deliver the widget service to your clinic website
- To process subscription payments via Stripe
- To sync your hours with Google Business Profile (Pro plan)
- To send account notifications and product updates
- To provide customer support
- To improve the ClinicPulse platform
- To comply with Canadian legal and regulatory requirements

5. Data Residency & Storage

All ClinicPulse clinic data is stored on Canadian servers located in Canada (AWS central-1 region) in compliance with Canadian data residency best practices.

We do not transfer your clinic data outside of Canada except where necessary to provide the service (such as Stripe payment processing, which operates under their own privacy framework).

6. PIPEDA Compliance

Web Neuro Inc. operates in full compliance with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). We:

- Collect only the minimum information necessary to provide ClinicPulse
- Obtain meaningful consent before collecting personal information
- Provide clinic owners with access to their personal information upon request
- Allow correction of inaccurate information
- Retain data only as long as necessary for the service
- Protect personal information with appropriate security measures

7. PHIPA Clarification

The Personal Health Information Protection Act (PHIPA) applies to health information custodians — hospitals, pharmacies, and healthcare practitioners who collect patient health information. Because ClinicPulse does not collect, use, or disclose personal health information about patients, PHIPA does not apply to WebNeuro's operation of ClinicPulse.

Clinics using ClinicPulse remain responsible for their own PHIPA compliance regarding their patient data, which is managed entirely within their own systems and never shared with ClinicPulse.

8. Data Security

- SSL/TLS encryption for all data in transit
- Encrypted storage for all sensitive account data
- API keys are hashed and never displayed in full after generation
- Passwords are hashed using industry-standard algorithms
- Canadian server infrastructure with restricted access controls
- Regular security reviews and monitoring

9. Data Retention

- Active account data: retained for the duration of your subscription
- Cancelled account data: retained for 90 days then deleted
- Payment records: retained for 7 years for legal/tax purposes
- Server logs: retained for 30 days then purged

10. Your Rights

- Access: Request a copy of all personal data we hold about your clinic
- Correction: Request correction of inaccurate information
- Deletion: Request deletion of your account and associated data
- Portability: Request your clinic data in a portable format
- Withdraw consent: Cancel your subscription at any time

To exercise any of these rights, contact us at support@webneuro.ca. We will respond within 30 days.

11. Third Party Services

- Stripe — payment processing (stripe.com/privacy)
- Google — Business Profile sync, Analytics (policies.google.com/privacy)
- AWS — Canadian cloud infrastructure (aws.amazon.com/privacy)
- Supabase — database hosting on Canadian AWS infrastructure

12. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by email to your registered address. The updated policy will be posted at webneuro.ca/clinicpulse/privacy with a new effective date.

13. Contact & Privacy Officer

For any privacy-related questions or PIPEDA requests, contact our Privacy Officer:

Web Neuro Inc. — Privacy Officer

Email: support@webneuro.ca

Website: webneuro.ca

Address: Calgary, Alberta, Canada

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