

Medixy

Privacy Policy — SMS Appointment Reminder Service

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

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

1. Introduction

This Privacy Policy explains how Web Neuro Inc. collects, uses, and protects information through the Medixy SMS reminder platform. Medixy processes patient contact information on behalf of clinics for the sole purpose of sending appointment reminders.

Web Neuro Inc. acts as a data processor for patient contact information. The clinic operator is the data controller and is responsible for obtaining patient consent and complying with applicable privacy law.

2. Information We Collect

2.1 Clinic Account Data

- Clinic owner name, email, and business information
- Message templates and sending schedules
- Billing information via Stripe

2.2 Patient Contact Data (Uploaded by Clinic)

- Patient first name (for personalized messages)
- Patient mobile phone number
- Appointment date and time
- Opt-out status

We do not collect patient health card numbers, diagnoses, medical history, or any personal health information.

2.3 Message Delivery Data

- Message delivery status and timestamps
- Opt-out responses and dates
- Delivery failure logs

3. How We Use Patient Data

- To send appointment reminder SMS messages as instructed by the clinic
- To manage opt-out requests automatically
- To generate delivery reports for the clinic
- We never use patient data for marketing or share it with third parties

4. CASL & PIPEDA Compliance

Medixy is designed to support CASL compliance. All opt-out requests are automatically processed and recorded. Web Neuro Inc. operates in compliance with PIPEDA as a data processor for clinic patient contact information.

5. Data Residency

All Medixy data including patient contact information is stored exclusively on Canadian servers (AWS ca-central-1). Patient data never leaves Canada.

6. Data Retention

- Patient contact records: retained while clinic subscription is active
- Opt-out records: retained permanently to prevent future unwanted messages
- Message logs: retained for 90 days then purged
- Clinic account data: retained for 90 days after cancellation then deleted

7. Data Security

- All patient phone numbers encrypted at rest
- SSL/TLS encryption for all data in transit
- Access restricted to authorized clinic account holders only
- No WebNeuro staff access to individual patient phone numbers

8. Patient Rights

Patients who wish to access, correct, or delete their information held through Medixy should contact their clinic directly, as the clinic is the data controller. Patients may also opt out of SMS messages at any time by replying STOP to any Medixy message.

9. Contact

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