

Privacy Policy & Cookie Policy

Effective Date: September 25, 2026

UA Destination respects your privacy and is committed to protecting your personal data and health-related information in compliance with the General Data Protection Regulation (GDPR) and international privacy standards.

1. Information We Collect

We may collect and process the following categories of data:

- **Personal Data:** Full name, email address, phone number, language preferences, country of residence.
- **Medical Data (Sensitive Data):** Medical histories, diagnostic images (MRI, CT, DICOM files), lab results, and physician reports provided voluntarily by you for organizing consultations or treatment.
- **Technical & Usage Data:** IP address, browser type, cookies, and page interaction data.

2. How We Use Your Information

We use your information exclusively to:

- Organize medical trips, transfers, accommodation, and translation services.
- Facilitate online video consultations via our secure partner platform, **DocLively**.
- Forward your health records to relevant certified doctors/clinics in Ukraine for evaluation (only with your explicit consent).
- Communicate updates regarding your schedule, bookings, and customer support requests.

3. Data Protection & Sharing

3.1. We do **NOT** sell, rent, or trade your personal or medical data to third parties or marketing agencies.

3.2. Your medical records are shared strictly on a need-to-know basis with licensed medical specialists and partner clinics responsible for your treatment or scan review.

3.3. Technical data processing (video conferencing and booking) is handled through encrypted connections via DocLively.

4. Cookie Policy

4.1. Our website uses cookies to ensure basic functionality, analyze site traffic, and enhance user experience.

4.2. You can manage or disable cookie preferences at any time through your browser settings.

5. Your Rights (GDPR)

Under applicable privacy laws, you have the right to:

- Access, update, or request the deletion of your personal data.
- Withdraw your consent for data processing at any time.
- Request a copy of the personal data we hold about you.

For privacy-related requests, please contact us at: **info@uadestination.com**.