



YH2 Medical

Cookie Policy

This Cookie Policy explains how **YH2 Digital Health (Pvt) Ltd** ("YH2", "we", "our", or "us") uses cookies and similar technologies ("Trackers") when you visit **www.yh2med.com**.

Trackers help us operate our website, improve your experience, analyse website performance, and provide certain features and services. For simplicity, this policy uses the term **"cookies"** to refer to cookies and similar tracking technologies, unless a distinction is necessary.

1. What are Cookies?

Cookies are small text files placed on your computer, mobile device, or browser when you visit a website. Other tracking technologies, such as web beacons, scripts, pixels, and local storage, may also be used to collect or store information about your interactions with our website.

Some cookies are placed directly by YH2 ("first-party cookies"), while others are placed by trusted third-party service providers ("third-party cookies"). Cookies may remain on your device only for the duration of your browsing session ("session cookies") or for a longer period until they expire or are deleted ("persistent cookies").

2. Why We Use Cookies

We use cookies and similar technologies for the following purposes:

2.1 Strictly Necessary Cookies

These cookies are essential for the operation and security of the website. They enable core functionality such as:

- User authentication and login
- Maintaining secure user sessions
- Remembering consent preferences
- Website security
- Load balancing and system administration
- Delivering requested services

Because these cookies are necessary for the website to function, they cannot be disabled through our cookie preference centre.

2.2 Functional Cookies

These cookies allow the website to remember choices you make, such as language preferences, previously entered information, or other personalised settings, in order to provide enhanced functionality and a more convenient user experience.

2.3 Analytics and Performance Cookies

With your consent where required by law, we use analytics cookies to understand how visitors interact with our website. These cookies help us:

- Measure website traffic
- Understand which pages are visited most frequently
- Analyse user journeys
- Identify technical issues
- Improve website performance and usability

Analytics information is generally collected in an aggregated form and is not intended to directly identify individual users.

If YH2 uses third-party analytics providers (such as Google Analytics or similar services), those providers may process information in accordance with their own privacy policies.

2.4 Third-Party Services

Some areas of our website may rely on services provided by trusted third parties. These providers may place cookies or other tracking technologies to support features such as:

- Website analytics
- Security services
- Embedded content
- Payment processing
- Customer support
- Communication tools

These third parties are responsible for their own privacy practices, and we encourage you to review their privacy policies for further information.

3. Personal Data Processed

Depending on the cookies used, we and our service providers may process information including:

- IP address
- Browser type and version
- Device information
- Operating system
- Website usage information
- Pages visited
- Date and time of visits
- Session identifiers
- Cookie identifiers
- General geographic location
- User preferences
- Login status
- Information voluntarily submitted through website forms

Where users submit information through registration forms, contact forms, appointment requests or similar services, we may process personal information necessary to provide those services, such as:

- Name
- Email address
- Telephone number
- Country or region
- Any information voluntarily included in communications with us

The categories of information collected depend on the services you use.

4. Consent

Where required by applicable law, we will request your consent before placing non-essential cookies on your device.

You may withdraw your consent at any time by updating your cookie preferences using our cookie settings, where available. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

5. Managing Your Cookie Preferences

You can manage cookies in several ways. You may:

- Accept or reject optional cookies through our cookie banner.
- Update your cookie preferences at any time using our cookie settings (where available).
- Delete previously stored cookies from your browser.
- Configure your browser to block some or all cookies.
- Use opt-out mechanisms provided by certain third-party service providers.

Most browsers also allow you to control cookies through their settings, including at the following links:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Edge](#)
- [Apple Safari](#)
- [Opera](#)
- [Brave](#)

Please note that if you disable or block certain cookies, some features of the website may not function correctly or may become unavailable.

6. Cookie Retention

Cookie retention periods vary depending on their purpose. Session cookies are deleted automatically when you close your browser. Persistent cookies remain on your device until they expire or are manually deleted. The duration depends on the specific cookie and the relevant service provider.

7. International Data Transfers

Some third-party service providers that support our website may process information outside your country of residence. Where personal data is transferred internationally, we take reasonable steps to ensure that appropriate safeguards are implemented in accordance with applicable data protection laws.

8. Changes to this Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our services, technologies, legal obligations, or business practices. Any updates will be published on this page together with the revised "Last Updated" date. Continued use of the website after any changes constitutes acceptance of the updated Cookie Policy.

9. Contact Us

If you have any questions about this Cookie Policy or our use of cookies and similar technologies, please contact:

Website: www.yh2med.com

Email: support@yh2med.com

Postal Address: 32, Park Road, Colombo 05, Sri Lanka

10. Definitions

Cookie means a small text file stored on a user's device that enables the website to recognise the device or browser.

Tracker means any technology—including cookies, pixels, web beacons, scripts, tags, or similar technologies—that collects or stores information about user interactions with a website.

Personal Data means any information relating to an identified or identifiable individual.

Usage Data means information collected automatically through the website, including technical information such as IP address, browser type, device information, operating system, referring pages, pages visited, timestamps, and similar diagnostic information.

User means any individual who accesses or uses the website.

Data Controller means the organisation that determines the purposes and means of processing personal data. For the purposes of this Cookie Policy, YH2 is the Data Controller unless otherwise stated.

Third Party means any organisation or service provider other than YH2 that provides services through or in connection with the website and may use cookies or similar technologies.