

LEGAL

Dr Yusr Wellness Clinic website

Privacy Policy • Terms of Use • Medical Disclaimer • Communications & Booking Policy

Effective Date: [14/08/2026]

Last Updated: 14/08/2026

This Legal Notice applies to the Dr Yusr Wellness website (www.dryusrwellnessclinic.com) and explains the basis on which the Website is provided, how personal information submitted through it is handled, and the important distinction between this Website and the provision of regulated healthcare services.

Please read this Legal Notice carefully before using the Website or submitting information through it.

1. ABOUT DR YUSR WELLNESS

Dr Yusr Wellness is the personal professional website of **Dr Yusr Saadi Jaafir**, a licensed physician practising in Dubai, United Arab Emirates. DHA license 77149807-002 expires on 13/08/2027.

The Website provides general information about Dr Yusr, her professional background, areas of professional interest and services that may be available through the healthcare facility at which she practises.

This Website is not itself a healthcare facility, medical clinic, telemedicine platform or emergency medical service.

Where a visitor wishes to enquire about or book a clinical service with Dr Yusr, the Website may facilitate an initial enquiry or request for contact.

Any healthcare appointment subsequently offered will be arranged through the relevant licensed healthcare facility, including, where applicable:

C37 Medical hubFZ LLC

4013, Block C, Al Razi medical complex, Bldg. 64, DHCC
Dubai, United Arab Emirates

The relevant healthcare facility remains responsible for its own registration, appointment, medical-record, consent, billing, clinical-governance and other processes applicable to healthcare services delivered through that facility.

2. IMPORTANT MEDICAL DISCLAIMER

The Website is provided for **general informational, educational and administrative purposes only**.

Information available on this Website does not constitute:

- medical advice;
- diagnosis;
- treatment;
- prescribing;
- a medical consultation;
- an individual clinical assessment;
- emergency medical care; or
- a substitute for consultation with an appropriately qualified healthcare professional.

Information presented on the Website is general in nature and may not be appropriate for an individual's particular medical circumstances.

You should not make, delay or discontinue a medical decision, medication or treatment solely because of information contained on this Website.

3. NO MEDICAL CONSULTATIONS THROUGH THIS WEBSITE

Dr Yusr does **not provide medical consultations through this Website or its ordinary website contact forms**.

Submitting an enquiry, contact form or appointment request through the Website does not constitute a medical consultation.

Clinical assessment, diagnosis, treatment, prescribing and other regulated healthcare services are provided only through an appropriately licensed healthcare facility and through systems and processes authorised for that purpose.

Where telehealth or remote consultation is available, it will be provided separately through an appropriately authorised healthcare facility and approved platform in accordance with applicable regulatory requirements.

The Website itself should not be regarded as a telemedicine or teleconsultation platform.

4. NO DOCTOR-PATIENT RELATIONSHIP CREATED BY WEBSITE USE

Accessing this Website, reading its content, sending an email, submitting a contact form or requesting an appointment does **not by itself create a doctor-patient relationship** between you and Dr Yusr.

A clinical relationship is established only when you have been appropriately accepted and registered for clinical care through the relevant licensed healthcare facility and a clinical consultation or other healthcare service is provided in accordance with the facility's procedures and applicable law.

An acknowledgement of an enquiry or assistance with arranging an appointment does not constitute acceptance of a person as a patient.

5. EMERGENCIES AND URGENT MEDICAL PROBLEMS

Do not use this Website, its contact form or email address for medical emergencies or urgent medical problems.

The Website is not continuously monitored for medical emergencies.

If you believe that you or another person is experiencing a medical emergency, seek immediate medical assistance through the appropriate UAE emergency services or attend the nearest appropriate emergency healthcare facility.

Do not delay obtaining emergency care while waiting for a response from Dr Yusr, this Website or the clinic.

6. APPOINTMENT AND CONTACT REQUESTS

The Website may allow you to:

- request that the clinic contact you;
- express an interest in booking an appointment;
- provide basic contact information;
- ask a general administrative question; or
- request information about services offered by Dr Yusr.

Submission of a request does not guarantee:

- availability of an appointment;
- acceptance as a patient;
- a particular appointment date or time;
- eligibility for a particular service;
- insurance coverage;
- a particular clinical outcome; or
- that a requested treatment will be clinically appropriate.

Where appropriate, your enquiry may be passed to or handled by authorised personnel at the relevant healthcare facility so that registration or booking can be completed through the clinic.

7. PRIVACY POLICY

7.1 Our commitment to privacy

Dr Yusr Wellness respects the confidentiality and privacy of individuals who use the Website.

Personal information is handled with appropriate regard to applicable UAE data-protection, confidentiality and healthcare information requirements, including, where applicable:

- UAE Federal Decree-Law No. 45 of 2021 regarding the Protection of Personal Data;
- UAE legislation governing the use of information and communications technology in health fields;
- applicable implementing regulations and ministerial decisions;
- applicable Dubai Health Authority requirements concerning health-data protection, confidentiality, security and information sharing;

- applicable requirements of the relevant healthcare regulatory authority and licensed healthcare facility; and
 - other applicable UAE and Dubai laws, regulations, standards and regulatory requirements as amended from time to time.
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8. INFORMATION WE MAY COLLECT

Depending upon how you use the Website, we may collect information including:

Information you provide directly

This may include:

- name;
- telephone number;
- email address;
- preferred method of contact;
- general reason for requesting an appointment;
- information contained in an enquiry; and
- any other information that you voluntarily submit.

Technical information

The Website or its service providers may automatically process limited technical information such as:

- IP address;
- browser type;
- device type;
- operating system;
- approximate geographic information derived from technical data;
- pages visited;
- referral source;
- date and time of access; and
- cookie or similar technology information.

Such information may be used for website functionality, security, performance, analytics and lawful administrative purposes.

9. PLEASE DO NOT SEND DETAILED MEDICAL INFORMATION THROUGH THE GENERAL CONTACT FORM

Unless a form is specifically designated and appropriately secured for the collection of healthcare information, visitors should **not submit detailed medical records or highly sensitive health information through the Website's general contact form or ordinary email.**

In particular, please avoid sending unnecessary:

- medical records;
- laboratory reports;
- diagnostic images;
- photographs of medical conditions;
- medication lists;
- identification documents;
- insurance documents; or
- extensive medical histories

through a general website enquiry.

If medical information is required before or during an appointment, you may be directed to an appropriate clinic-approved method for providing it.

10. HOW INFORMATION MAY BE USED

Personal information submitted through the Website may be used where appropriate to:

- respond to your enquiry;
- contact you regarding your request;
- facilitate an appointment request;
- pass an appointment request to authorised clinic personnel;
- provide requested administrative information;
- maintain appropriate administrative records;
- operate, maintain and secure the Website;
- investigate suspected misuse or security incidents;
- comply with legal and regulatory requirements; and
- establish, exercise or defend legal rights where permitted by law.

Information will not knowingly be used for purposes incompatible with those for which it was collected except where permitted or required by applicable law.

11. HEALTH INFORMATION AND CLINICAL RECORDS

Information generated during an actual clinical consultation is different from ordinary Website information.

Once you become a patient and receive healthcare through the relevant licensed healthcare facility, your clinical information and medical record will be created, processed, stored and maintained through the healthcare facility and its authorised systems in accordance with applicable healthcare, medical-record, confidentiality and data-protection requirements.

The healthcare facility's own privacy notice, patient-registration terms, consent documents and medical-record policies may therefore apply separately to clinical information.

The Website is not intended to function as the repository for your medical record.

12. SHARING INFORMATION

Personal information will not be sold.

Information may be disclosed where reasonably necessary and legally permitted to:

- the healthcare facility through which an appointment is to be arranged;
- authorised clinic personnel involved in registration or booking;
- Website hosting and information-technology providers;
- secure communications providers;
- professional advisers where appropriate;
- regulatory, governmental, judicial or law-enforcement authorities where disclosure is legally required; or
- other processors or service providers necessary to operate the Website.

Service providers should receive only the information reasonably necessary for their function and should be subject to appropriate confidentiality, security and data-protection arrangements where required.

13. INTERNATIONAL TRANSFERS

Some technology, hosting, communications or cloud service providers may operate infrastructure in more than one jurisdiction.

Where personal information is transferred or processed outside the UAE, appropriate measures will be taken where required under applicable UAE law, including any specific restrictions applicable to health information.

Clinical health information will be handled in accordance with applicable UAE requirements governing the storage, processing and transfer of healthcare information.

14. EMAIL AND ELECTRONIC COMMUNICATIONS

Reasonable technical and organisational safeguards are used in relation to electronic communications.

Where secure or healthcare-appropriate communication services are used, those safeguards form part of our privacy and security arrangements.

However, **no email or internet-based communication system can be guaranteed to be completely secure.**

Visitors should therefore avoid sending unnecessary sensitive medical information through ordinary email.

The use by a technology provider of security standards or compliance frameworks from another jurisdiction, including HIPAA-related safeguards where applicable, does not replace or limit the requirements of UAE law.

UAE legal and regulatory requirements applicable to the relevant processing remain applicable.

15. DATA SECURITY

Reasonable and appropriate technical and organisational measures are used to protect personal information against risks including:

- unauthorised access;
- accidental loss;
- inappropriate disclosure;
- alteration;
- misuse; and
- unlawful processing.

Measures may include, as appropriate:

- access controls;
- authentication;
- encrypted transmission;
- secure hosting;
- restricted administrative access;
- security updates;
- secure email or communications systems; and
- appropriate contractual controls with service providers.

No internet-based system can provide an absolute guarantee against every possible security incident.

16. DATA RETENTION

Personal information collected through the Website will be retained only for as long as reasonably necessary for the purpose for which it was collected and to satisfy applicable legal, regulatory, security, record-keeping and legitimate administrative requirements.

A simple appointment enquiry that does not result in clinical care may therefore be treated differently from information that subsequently becomes part of a legally required clinical or administrative record.

Medical records maintained by a healthcare facility are subject to the retention requirements applicable to that healthcare facility and should not be assumed to follow the Website's ordinary retention period.

17. YOUR DATA-PROTECTION RIGHTS

Subject to applicable UAE law and any lawful limitations or exceptions, individuals may have rights concerning their personal information, which may include rights to:

- obtain information concerning the processing of their personal data;
- request access to personal data;
- request correction of inaccurate information;
- request deletion in circumstances permitted by law;
- request restriction or cessation of certain processing where applicable;
- object to or withdraw consent from consent-based processing where applicable;
- request transfer of data where applicable; and
- raise a complaint concerning the handling of personal information.

Certain information cannot necessarily be deleted or altered on request where retention or preservation is required by healthcare, regulatory, professional, legal or other applicable obligations.

Requests relating specifically to a medical record held by a healthcare facility may need to be directed to that healthcare facility.

18. CHILDREN'S INFORMATION

The Website is not intended for children to independently submit personal or medical information without appropriate involvement of a parent or legal guardian where required.

If an appointment is requested for a minor, appropriate identification, consent and parental or guardian requirements will be managed through the relevant healthcare facility in accordance with applicable law and clinical policy.

19. COOKIES

The Website may use cookies and similar technologies that are necessary for website operation, security, preferences, performance or analytics.

Where required, visitors will be provided with appropriate information and choices concerning non-essential cookies.

Third-party analytics, advertising or tracking technologies should not be activated without the appropriate legal basis and consent mechanisms where these are required.

Please refer to the Website's cookie settings or cookie notice, where provided, for additional information.

20. MARKETING COMMUNICATIONS

Submitting an appointment or contact request does not automatically mean that you consent to receive unrelated promotional marketing.

Where consent is required for marketing communications, it will be obtained separately.

You may withdraw consent to optional marketing communications using the unsubscribe mechanism provided or by contacting us.

Administrative communications concerning an enquiry or appointment are not considered the same as optional promotional marketing.

21. WEBSITE TERMS OF USE

By accessing or using the Website, you agree to these Terms of Use.

If you do not agree with these terms, you should discontinue use of the Website.

22. EDUCATIONAL CONTENT

Articles, videos, downloadable materials, social-media content, newsletters and other health or wellness information associated with Dr Yusr Wellness are intended for general education.

Such content is not individually tailored medical advice.

Medical knowledge changes over time. Although reasonable efforts may be made to provide accurate and useful information, no representation is made that every item will remain complete, current or applicable to every individual.

Clinical decisions require individual assessment by an appropriately qualified healthcare professional.

23. PROFESSIONAL INFORMATION

Professional qualifications, licences, titles and areas of practice displayed on the Website are intended to provide factual information concerning Dr Yusr's professional background.

Nothing on the Website should be interpreted as:

- a guarantee of treatment outcome;
- a claim that a particular treatment will be successful;
- a guarantee that a particular service is suitable for you;
- a comparison implying professional superiority over another healthcare professional; or
- a substitute for individual clinical assessment.

All regulated healthcare services are subject to the practitioner's applicable licence, scope of practice, clinical privileges and the policies and authorisations of the healthcare facility through which the service is provided.

24. TESTIMONIALS, RESULTS AND OUTCOMES

Where testimonials or patient experiences are lawfully displayed, they represent individual experiences only.

They do not constitute a promise, warranty or guarantee that another patient will obtain the same or similar outcome.

No healthcare outcome can be guaranteed.

Any patient information, image, testimonial or clinical material will only be used where the necessary consent and regulatory requirements have been satisfied.

25. THIRD-PARTY LINKS

The Website may contain links to external websites, healthcare facilities, booking systems, professional organisations, educational resources or social-media platforms.

External websites are operated independently.

Dr Yusr Wellness is not responsible for the privacy practices, availability, security, accuracy or content of third-party websites except to the extent responsibility cannot lawfully be excluded.

Visitors should review the privacy policies and terms applicable to external websites before submitting personal information to them.

26. INTELLECTUAL PROPERTY

Unless otherwise stated, Website text, original graphics, branding, educational materials, downloadable resources and other original content are owned by or licensed to Dr Yusr Wellness and are protected by applicable intellectual-property law.

Content may be viewed for personal, non-commercial purposes.

You may not reproduce, republish, sell, commercially distribute, materially modify or falsely attribute Website content without prior permission, except where permitted by law.

27. ACCEPTABLE USE

You must not knowingly:

- interfere with the operation or security of the Website;
- attempt unauthorised access to the Website or associated systems;
- submit malicious code;
- impersonate another person;
- submit false or fraudulent information;
- use Website forms for spam or unlawful purposes;
- infringe intellectual-property or privacy rights; or
- use the Website in violation of applicable UAE law.

Access may be restricted where misuse is reasonably suspected.

28. WEBSITE AVAILABILITY

Reasonable efforts may be made to maintain the Website, but continuous or uninterrupted availability cannot be guaranteed.

The Website may be changed, suspended or temporarily unavailable for maintenance, technical, security, regulatory or other reasons.

Appointment requests should not be considered confirmed merely because a Website form has been successfully submitted.

29. LIMITATION OF WEBSITE LIABILITY

To the maximum extent permitted by applicable law, Dr Yusr Wellness does not accept liability arising solely from reliance upon general educational information on this Website as a substitute for appropriate individual medical assessment.

Nothing in these Terms is intended to exclude or restrict any liability, professional duty, patient right or other obligation that cannot lawfully be excluded or restricted under UAE law.

Nothing in this section limits obligations that arise once regulated healthcare services are provided through the relevant licensed healthcare facility.

30. CLINIC SERVICES, FEES AND INSURANCE

Information concerning services, fees, packages or insurance displayed on the Website is general information unless expressly stated otherwise.

Final availability, eligibility, pricing, insurance authorisation and coverage are determined through the relevant healthcare facility and, where applicable, the patient's insurer.

Website information does not constitute a guarantee that an insurer will reimburse a service.

31. REGULATORY STATUS

Dr Yusr provides regulated healthcare services only in accordance with her applicable professional licence, authorised scope of practice, clinical privileges and the requirements of the healthcare facility through which she practises.

The Website itself is a personal professional and informational website and **does not independently operate as a licensed healthcare facility or telehealth service.**

Where the Website refers to a healthcare facility, such reference identifies the facility through which the relevant healthcare service may be provided and should not be interpreted as stating that the Website itself is operated by that facility unless expressly stated.

32. ADVERTISING AND PROFESSIONAL COMMUNICATIONS

Website content concerning healthcare services is intended to be factual, responsible and consistent with applicable UAE and Dubai requirements governing healthcare advertising and professional conduct.

Nothing on the Website is intended to:

- provide misleading healthcare advertising;
- guarantee treatment outcomes;
- create unrealistic expectations;
- exploit patient vulnerability;
- misrepresent professional qualifications;
- promote services outside an authorised scope of practice; or
- improperly solicit patients.

Content may be amended or removed where required to maintain regulatory compliance.

33. GOVERNING LAW

These Website Terms and this Privacy Policy are governed by the applicable laws of the **United Arab Emirates and the Emirate of Dubai**, together with applicable rules and regulations of the competent regulatory authorities.

Nothing in these Terms is intended to override mandatory rights, duties or regulatory requirements imposed by applicable UAE law.

Any dispute concerning the Website will be subject to the jurisdiction of the competent courts or authorities in the United Arab Emirates, as applicable.

34. CHANGES TO THIS LEGAL NOTICE

This Legal Notice may be amended periodically to reflect:

- changes to the Website;
- changes to the way information is processed;
- changes to services;
- regulatory guidance;
- changes in applicable law; or
- security and operational requirements.

The latest version will be published on this Website with an updated revision date.

Where a material change affects the way personal information is processed, additional notification or consent will be provided where required by law.

35. CONTACT AND PRIVACY REQUESTS

For Website-related enquiries or questions regarding this Privacy Policy:

Dr Yusr Wellness Clinic

Email: contact@dryusrwellnessclinic.com

For appointments, clinical records, clinical complaints or matters relating to healthcare delivered through the clinic, please contact the relevant healthcare facility through its official communication channels.

Please do not send emergency medical requests through this email address.

36. REGULATORY AND LEGAL FRAMEWORK

This Legal Notice has been structured with reference to applicable UAE and Dubai healthcare and data-protection principles, including, where relevant:

- UAE Federal Decree-Law No. 45 of 2021 regarding the Protection of Personal Data;
- UAE Federal Law No. 2 of 2019 concerning the Use of Information and Communication Technology in Health Fields and applicable implementing measures;

- UAE medical-liability legislation and applicable executive regulations;
- Dubai Health Authority Health Data Protection and Confidentiality requirements;
- Dubai Health Authority Health Data & Information Sharing requirements;
- applicable Dubai Health Authority professional ethics and conduct standards;
- applicable Dubai Health Authority telehealth requirements;
- applicable healthcare advertising requirements;
- applicable Dubai Healthcare City / Dubai Healthcare City Authority regulatory requirements where relevant to the healthcare facility; and
- other applicable UAE federal and Dubai healthcare, privacy, electronic communications and professional-regulation requirements.

References to legislation or regulatory standards include their amendments, replacements and successor requirements where applicable.

IMPORTANT DISTINCTION

Dr Yusr Wellness Website

Information • Education • Professional profile • Contact and appointment enquiries

≠ NOT

Clinical Healthcare Service

Patient registration • Medical consultation • Diagnosis • Treatment • Prescribing • Clinical records • Telehealth

Clinical healthcare services are provided only through an appropriately licensed healthcare facility and its authorised clinical systems.

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Last reviewed: 14/08/2026