

LEGAL NOTICE

CallDoc Telemedicine Platform — MOROCCO

Document reference: CLDOC-LEGAL-MENTIONS-MA | Version 1.0 | April 2026



In accordance with Law No. 53-05 on the electronic exchange of legal data and Law No. 31-08 enacting consumer protection measures, any website offering services in Morocco is required to publish legal notices accessible to all users.

1. WEBSITE AND PLATFORM PUBLISHER

The Call Doc telemedicine platform, accessible at www.calldoc.ma (hereinafter “the Site”), is published by:

Company Name	CALL DOC
Legal Form	Limited Liability Company (LLC)
Share capital	100,000.00 MAD
Registered office	Located at: Apartment 15, Building 12, Sine Housing Development, Allal El Fassi Avenue, Marrakech
RC Number	177405 — Marrakech Commercial Court
ICE Number	003900577000037
IF Number	71823866
Phone	+212 6 95 18 80 33
Contact Email	contact@calldoc.ma
Publishing Directors	MILOUDI EP MUTHS MILOUDA KHEIRA & MUTHS ANTOINE JEAN FRANCOIS (Co-managers)

Legal basis: Law No. 53-05 on the electronic exchange of legal data; Law No. 31-08 enacting consumer protection measures.

2. WEBSITE HOSTING

The Website and the Call Doc Platform are hosted by:

Hosting Provider Name (Data & Application)	Oracle Cloud Infrastructure (OCI) — data and application hosting, located in Morocco
Hosting provider name (front-end)	Vercel Inc. — hosting of front-end pages only (no personal data stored)
Headquarters (OCI & Vercel)	United States of America
Phone / Support	Support via official channels available on the respective hosting providers' websites
Websites	OCI: www.oracle.com/cloud Vercel: www.vercel.com

The hosting of personal health data is provided by a service provider that holds the certifications and guarantees required by applicable Moroccan regulations, notably Law No. 09-08 and Framework Law No. 06-22.

3. REGULATED ACTIVITY — TELEMEDICINE

CALL DOC operates a regulated telemedicine platform, subject to the following provisions:

Telemedicine Decree	Decree No. 2-18-378 of July 25, 2018, regarding the practice of telemedicine
Amendment	Decree No. 2-20-675 of January 22, 2021
Practice of Medicine	Law No. 131-13
Medical Association	Law No. 08-12 — National Council of the Moroccan Medical Association (CNOM)
Medical Ethics	Code of Medical Ethics — Decree No. 2-21-225 of June 17, 2021
National Health System	Framework Law No. 06-22 — Dahir No. 1-22-77 of December 9, 2022

All physicians practicing on the Call Doc Platform are registered with the National Council of the Moroccan Medical Association (CNOM) and practice in compliance with applicable legal and ethical obligations.

4. PROTECTION OF PERSONAL DATA

CALL DOC processes personal data in connection with the provision of its telemedicine services. This processing is carried out in accordance with:

- Law No. 09-08 on the protection of individuals with regard to the processing of personal data
- Law No. 53-05 on the electronic exchange of legal data
- The recommendations and deliberations of the National Commission for the Control of Personal Data Protection (CNDP)

Call Doc has filed the required declarations with the CNDP. The data controller is CALL DOC.

Email: privacy@calldoc.ma

For any questions regarding your personal data or to exercise your rights (access, correction, deletion, objection), please consult our Patient Privacy Policy available on the Website, or submit the rights exercise form accessible in the “Exercise My Rights” section.

Legal basis: Law No. 09-08; Law No. 53-05.

5. COOKIES AND TRACKERS

The Call Doc website uses cookies and similar tracking technologies to ensure the Platform functions properly, analyze traffic, and improve the user experience.

In accordance with Law No. 09-08 and CNDP Resolution No. D-939-2025, certain cookies require your prior consent. You can manage your preferences at any time via the cookie management banner available on the Site.

For more information, please consult our Cookie Management Policy available on the Site.

Legal basis: Law No. 09-08; CNDP Resolution No. D-939-2025.

6. INTELLECTUAL PROPERTY

All content on the Site and the Call Doc Platform—including the brand, logo, text, visuals, interfaces, databases, software, and any other elements—is the exclusive property of CALL DOC or its partners and is protected by:

- Law No. 17-97 on the Protection of Industrial Property (Dahir No. 1-00-19 of February 15, 2000)

- Law No. 2-00 on Copyright and Related Rights (Dahir No. 1-00-20 of February 15, 2000)
- Law No. 34-05 amending and supplementing Law No. 2-00 (Dahir No. 1-06-192 of February 14, 2006)

Any reproduction, representation, modification, publication, or adaptation of all or part of the elements of the Site, regardless of the means or process used, is prohibited without the prior written authorization of CALL DOC. Any unauthorized use of the Site or the elements it contains will be considered an infringement and prosecuted in accordance with applicable legal provisions.

7. LIMITATION OF LIABILITY

7.1 Nature of the Service

CALL DOC acts as a technical intermediary between patients and physicians registered with the CNOM. The Call Doc Platform is a tool for connecting users for non-urgent medical teleconsultations. CALL DOC does not directly provide medical care and cannot be held liable for medical acts performed by partner physicians in the practice of their profession.

7.2 Website Availability

CALL DOC strives to ensure the availability of the Site and the Platform 24 hours a day, 7 days a week. However, CALL DOC cannot be held liable for service interruptions due to maintenance operations, technical failures, force majeure, or any other event beyond its control.

7.3 Website Content

The general medical information published on the Site is for informational purposes only and does not constitute personalized medical advice. It is not a substitute for a medical consultation. CALL DOC assumes no liability for any use that may be made of this information.

7.4 Medical Emergencies

The Call Doc Platform is not intended for medical emergencies. In case of an emergency, immediately call:

SAMU / Medical Emergencies	141
National Police	19
Royal Gendarmerie	177

8. HYPERLINKS

The Site may contain links to third-party websites. These links are provided for informational purposes only. CALL DOC has no control over these sites and assumes no responsibility for their content or the data protection practices they employ.

Any site wishing to establish a hyperlink to the Call Doc Site must obtain prior written authorization from CALL DOC by sending a request to contact@calldoc.ma.

9. GOVERNING LAW AND JURISDICTION

These Legal Notices are governed by Moroccan law, in particular:

- Law No. 53-05 on the electronic exchange of legal data
- Law No. 31-08 enacting consumer protection measures
- The Code of Obligations and Contracts (DOC)
- The Penal Code

In the event of a dispute regarding the use of the Site or the Platform, and in the absence of an amicable resolution within two (2) months of notification of the dispute, the competent courts of Casablanca shall have exclusive jurisdiction.

10. CONTACT

For any questions regarding these Legal Notices or the operation of the Platform:

General email	contact@calldoc.ma
Email for personal data	privacy@calldoc.ma
Mailing address	CALL DOC — Apartment 15, Building 12, Sine Housing Development, Allal El Fassi Avenue, Marrakech, Morocco
Website	www.calldoc.ma

11. UPDATES TO THE LEGAL NOTICE

CALL DOC reserves the right to modify these Legal Notices at any time to reflect legal, regulatory, or operational changes. The date of the last update is indicated at the top of the document. It is your responsibility to check this page regularly.

Call Doc – Morocco / Law No. 53-05 / Law No. 31-08 / Law No. 09-08 / Law No. 17-97 / Law No. 2-00 / Law No. 34-05 / Law No. 131-13 / Law No. 06-22 / Decree No. 2-18-378 / Decree No. 2-20-675 / Code of Medical Ethics / DOC / Penal Code
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