

# Security Overview for RxPredict

MKH HealthTech / RxPredict

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## **I. OVERVIEW**

RxPredict is a pharmacy inventory forecasting and inventory management platform designed for independent and community pharmacies. We take data security, system reliability, and customer confidentiality seriously and implement technical and organizational safeguards intended to protect pharmacy operational data from unauthorized access, loss, misuse, or disclosure.

## **II. INFRASTRUCTURE & HOSTING**

RxPredict is hosted on secure cloud infrastructure providers that maintain industry-standard physical, network, and environmental security controls. All communication between users and the platform is encrypted using HTTPS/TLS. Production systems are separated from development environments where practical, and software dependencies and infrastructure components are updated regularly to help reduce security vulnerabilities.

## **III. AUTHENTICATION & ACCESS CONTROL**

User authentication is managed through secure third-party identity infrastructure, and passwords are never stored in plaintext by RxPredict. Access to customer data is restricted through organization-based access controls intended to ensure that each pharmacy can only access its own information. Internal access to production systems and databases is limited to authorized personnel who require access for operational or support purposes.

## **IV. DATA PROTECTION**

RxPredict uses encrypted communications and secured database infrastructure to help protect uploaded operational and inventory data. Access permissions are limited using the principle of least privilege where practical. File uploads and data imports are processed through controlled backend workflows, and server-side validation is implemented for critical application actions and API requests.

## **V. MONITORING, RELIABILITY & BACKUPS**

The platform includes logging, monitoring, and operational alerting systems intended to help identify abnormal activity, system failures, or potential security concerns. Regular backups are performed to support disaster recovery and business continuity efforts. Infrastructure providers used by RxPredict maintain redundancy and availability protections designed to improve platform reliability.

## **VI. AI & FORECASTING SYSTEMS**

RxPredict's forecasting features use statistical and machine learning models to generate inventory forecasting insights and reorder recommendations. These outputs are intended solely to support operational inventory management decisions. RxPredict does not provide medical advice, clinical guidance, patient treatment recommendations, or pharmaceutical counseling services.

## **VII. CUSTOMER RESPONSIBILITIES**

Customers are responsible for maintaining secure account credentials, limiting platform access to authorized personnel, and reviewing all forecasting outputs before operational use. Customers are also responsible for ensuring that any uploaded data complies with applicable laws, regulations, and contractual obligations.

## **VIII. SECURITY REPORTING**

If you believe you have discovered a security vulnerability or suspicious activity related to RxPredict, please contact us at [security@yourdomain.com]. We review reported security issues as quickly as possible and prioritize responsible disclosure practices.

## **IX. DISCLAIMER**

This document is provided for informational purposes only and describes general security practices currently used by RxPredict. It does not constitute a contractual guarantee, certification, warranty, or representation of compliance with any specific security framework or regulatory standard unless explicitly stated in a separate written agreement.