Dear Sir/Madam,

You are invited to participate in an academic research study on the use of digital health platforms. Your participation is highly valuable to the success of this research. There are no right or wrong answers. We kindly ask you to answer each question based on your own experiences and opinions as a user of digital health platforms.

Completing this questionnaire will take approximately **10–15 minutes**.

All information you provide will be kept **strictly confidential** and treated **anonymously**. This questionnaire does **not** collect any personally identifiable information. The data collected will be used solely for academic research, scientific analysis, scholarly publications, and the advancement of knowledge. Research findings will be reported only in **aggregate form**, ensuring that no individual respondent can be identified.

Your participation in this study is **entirely voluntary**. You are free to discontinue or withdraw from the survey at any time without any penalty or negative consequences.

By clicking the "**Next**" button or proceeding with this questionnaire, you confirm that you:

- are 18 years of age or older;
- have used a digital health platform;
- voluntarily agree to participate in this research.

Informed Consent

I have read and understood the information provided about this research.

I understand that:

- my participation in this study is voluntary;
- all information I provide will be kept confidential and anonymous;
- the data collected will be used solely for academic research and scientific publications;
- I may withdraw from this survey at any time before submitting my responses without any consequences.

By clicking "**Next**", I voluntarily agree to participate in this research study.

Questionnaire

Gender
- Male
- Female

Age
- 18–24 years
- 25–34 years
- 35–44 years
- 45–54 years
- 55 years or older

Highest Level of Education
- High School or Equivalent
- Diploma
- Bachelor's Degree
- Master's Degree
- Doctoral Degree (PhD)

How long have you been using digital health platforms?
- Less than 6 months
- 6–12 months
- 1–2 years
- 2–5 years
- More than 5 years

How often do you use digital health platforms?
- Almost every day
- Several times a week
- Several times a month
- Several times a year
- Rarely

What do you primarily use digital health platforms for?
- Online medical consultation
- Purchasing medicines
- Laboratory tests
- Reading health information
- Hospital appointment booking
- Health monitoring
- Insurance claims
- Others

Which device do you primarily use to access digital health platforms?

- Smartphone
- Tablet
- Laptop
- Desktop Computer

What types of personalized services have you received?

- Doctor recommendations
- Medication recommendations
- Medication reminders
- Appointment reminders
- Personalized health articles
- Personalized promotional offers
- Health screening recommendations
- Others

How often do you provide personal information to digital health platforms?

- Always
- Often
- Sometimes
- Rarely
- Never

What types of information have you shared with digital health platforms?

- Name and personal identification
- Phone number
- Email address
- Location
- Photograph
- Medical history
- Consultation history
- Medication purchase history
- Medical test results
- Lifestyle information (e.g., exercise, sleep habits)

Perceived Behavioral Data Utilization (PBDU)

Please indicate your level of agreement with each of the following statements.
Response Scale (5-point Likert Scale)
1 = Strongly Disagree (SD)
2 = Disagree (D)
3 = Neutral (N)
4 = Agree (A)
5 = Strongly Agree (SA)

No	Statement	SD	D	N	A	SA
1	The digital health platform collects data about my activities while I use its services.					
2	The digital health platform records my interaction history while I use its services.					
3	The digital health platform collects information about my health preferences and needs.					
4	The digital health platform analyzes my data to better understand my health needs.					
5	The data I provide are systematically processed to support better services.					
6	The digital health platform uses data analytics to make decisions that are appropriate for my health condition.					
7	The digital health platform uses the results of data analysis to provide services that better match my needs.					
8	The digital health platform uses my data to provide personalized health recommendations.					
9	I believe that the data I provide are effectively used to improve the quality of the platform's services.					

Digital Health Trust (DHT)

Please indicate your level of agreement with each of the following statements. Response Scale (5-point Likert Scale)

1 = Strongly Disagree (SD)
2 = Disagree (D)
3 = Neutral (N)
4 = Agree (A)
5 = Strongly Agree (SA)

No	Statement	SD	D	N	A	SA
1	I trust that the digital health platform provides honest and truthful information.					
2	I trust that the digital health platform fulfills its commitments to protecting users' personal data.					
3	I trust that the digital health platform consistently follows its privacy policies.					
4	I trust that the digital health platform acts in the best interests of its users.					
5	I trust that the digital health platform considers the impact of its decisions on users.					

6	I trust that the digital health platform will not intentionally act in ways that could harm its users.					
7	I trust that the digital health platform has the capability to manage users' personal data effectively.					
8	I trust that the digital health platform is capable of providing reliable digital healthcare services.					
9	I trust that the digital health platform has adequate technology to protect users' personal data.					