

Paridyam Health Care Private Limited



Data Privacy & Protection Policy

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Version DPP/02

PARIDYAM HEALTH CARE PRIVATE LIMITED

CIN: U93090HR2011FTC044187

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Introduction

This Privacy Policy details objective and process followed in collecting and maintaining various General, Personal and Sensitive Information (**Data**) collected by Paridyam Health Care Pvt. Ltd. / Gramin Health Care (“**Company**” /” **We**” / “**Our**”) for its use. Data collected and maintained is of great importance and value to the Company and hence its privacy and protection and secrecy is of prime significance and importance to the Company.

Data We Collect and Use

Company seeks information and personal details (Data) from its underserved customers living in rural India as well as from its employees. Company records data, based on personal consent, verbal or otherwise, that one chooses to provide / share through registrations, applications, surveys, personal interaction, etc. related to personal details like name, address, contact number, age, marital status, sex, family history / structure, bank details, if any, medical history like blood group, haemoglobin, blood pressure, illness like diabetes, eye health, physical hygiene, medical insurance, etc.

In addition, information can be gathered automatically through use of the Company’s website (www.graminhealthcare.com) or any of its mobile applications, e.g., IP address used and how one navigates the website.

Use of Data

Collection and maintenance of all above data helps Company in studying, tabulating statistically with regards to factors effecting personnel due to geological factors and help in establishing contact remotely to provide online / offline doctor consultations and in case one requires specialised medical attention to refer the patient to nearby hospitals / treatment centres.

We may also use data in the following ways:

To Serve Users

- Communicate with users;
- Deliver customized products and services;
- Process, complete and fulfil requested transactions;
- Provide customer service and respond to requests or inquiries;
- Tailor our marketing programs and campaigns; and
- Provide users with newsletters, articles, alerts, announcements, invitations, and other information about products, brands, health topics and disease states.

In Accordance with Special Program Terms

On occasions, Company may launch and offer special programs, activities, events or promotions (“Special Programs”) that have specific terms, privacy notices and/or consent forms that explain how any personal data one provides will be processed in connection with Special Program.

To Improve Offerings and User Protection

Company uses Data provided or collected for:

- data analysis;
- to better understand how Company’s products and services would impact individually or those one cares for;
- to track and respond to concerns;

- for fraud prevention; and
- to further develop and improve our products and services;

In addition, Company uses Data to comply with regulatory monitoring and reporting obligations including those related to adverse events, product complaints and patient safety.

Disclosure Of Data

Data collected by the Company is primarily for its personal use only. Data is not available for sale to any third person or any commercial use. Data remains under strict privacy through password protected access. Data is not available to everyone who desires access thereto. Access to Data is selective or otherwise, as the case may be and through proper safeguard or strict authority under proper authorisation.

Company may share Data as follows:

Within Company's Associates

Data may be used or shared with Company's associates for study, development and in the interest of Company's customers.

With Providers

Company may retain other companies and / or individuals to perform services on its behalf and collaborate with them with respect to particular products or services (collectively, "**Providers**"). Examples of Providers include data analysis firms, credit card processing companies, customer service and support providers, email and SMS vendors, web hosting and development companies and fulfilment companies. Providers also include our co-promote partners for products that we jointly develop and/or market with other companies. Some Providers may also collect data on Company's behalf on our Site. These third parties may be provided with selective access to Data needed to perform their functions, but they may not use such data other than on our behalf or subject to contracts that protect the confidentiality of the data.

To Comply with Law/Protect

Company reserves its right to disclose Data, as required by law, when it believes disclosure is necessary or appropriate to comply with a regulatory requirement, judicial proceeding, court order, government request, or legal process served on us, or to protect the safety, rights, or property of our customers, the public, Company or others.

In the Aggregate/De-identified

Company may also disclose aggregated or de-identified data that is not personally identifiable to third parties for any purpose.

Updating of Data

Data is continuously updated by Company with information provided from time to time by repeat visitors to Company centres / website with regards to their personal information as well as medical history.

Security Policies

Company uses technical, administrative and procedural measures in an attempt to safeguard Data from unauthorized access or use. No such measure is ever 100% effective, therefore Company does not guarantee Data will be secure from theft, loss, or unauthorized access or use, and makes no representation as to the reasonableness, efficacy, or appropriateness of the measures used to safeguard such data. Users are responsible for maintaining the secrecy of

their own passwords. If case one has reason to believe that one's interaction / data with Company is no longer secure (for example, if one feels that security of any account, that one has with us, has been compromised), one shall immediately notify the Company at ask@graminhealthcare.com.

Retention of Data

Company shall retain Data for as long as needed or permitted in light of the purpose(s) for which it was obtained and as outlined in this Privacy Policy. The criteria used to determine retention periods include:

- the length of time Company has an ongoing relationship with its customers and Associates;
- whether there is a legal obligation to which Company is subject; or
- whether retention is advisable in light of Company's legal position (such as in regard to the enforcement of the Terms of Use, applicable statutes of limitations, litigation or regulatory investigations).

Revisions to this Policy

Company may from time to time make changes to its Data Privacy & Protection Policy to reflect changes in our legal or regulatory obligations or the way we deal with Data. Anyone's continued use of our website or any offerings constitutes an acceptance of the then-current policy. We also encourage you to visit this section periodically to review any changes.