

Privacy Policy

INTRODUCTION

As our esteemed client, your privacy is essential to us. Here, at www.indushealthplus.com, we believe that privacy is a top priority. We know that you care how information about you is used and shared. Thus, we provide this Privacy Policy to summarize our procedures and practices as regards to information collection and use. This will serve you as a guide in making an intelligent decision in sharing your information with us. By deciding to share and store your medical record at www.indushealthplus.com, you agree to be bound by this Privacy Policy and hereby accept the procedures and practices stated in this herein.

SCOPE

This Privacy Policy applies to all the transactions involving your information which are undertaken by Indus Health Plus. This would describe and explain how we take care and handle your personal information you shared to us. By accepting the Privacy Policy and the User Agreement in registration, you expressly consent to our collection, storage, use and disclosure of your personal information as described in this Privacy Policy.

COLLECTION & HOW THE INFORMATION WILL BE USED

If the client attempts to use the services and applications of our website and/or choose to provide information to us, Indus Health Plus shall collect this information from him. The consent for the service would be taken only once during his initial enrollment with us. After that, the same permission would be used for posterity. The records of the clients which are already available with the hospitals and diagnostic centers would be uploaded by Indus Health Plus to the client's profile and no separate permission for the same would be required. Whenever the client would be coming for his next round of checkups, his records would be uploaded by Indus Health Plus so as to provide him with information which is prospective, concurrent and retrospective. Indus Health Plus's team of doctors would be having access to this information and they would be able to recommend better treatment and health checkup packages for the client and his family. Indus Health Plus can use this data for spreading awareness about the importance of prevention or early detection of diseases and for other services provided by the organization like making the medical history of the patient available 'on the go' for ease of consultation with his physician, and reminding the patient about his appointment with his doctors via email/s.m.s. This information includes, but is not limited to, name, address, telephone number, mobile number and/or email address, medical history, medications history and the name of the treating doctor. Once collected, we will store your information for a reasonable period of time for record keeping purposes. The information that we store is sometimes deleted as space requires or in the normal course of business.

The client shall, at any time while availing services or otherwise, have an option to withdraw his consent given earlier. Such withdrawal shall be sent in writing to the company at Indus Health Plus Pvt. Ltd., INDUS HOUSE, Pride Port, Model Colony, Pune-411016. Alternatively, the client can also email the

company at info@indushealthplus.com.

The client can alternatively decide not to provide the information which is being asked for.

If information is not provided or is later on withdrawn, Indus Health Plus shall have the option to not provide the services for which the information is sought.

Indus Health Plus may share the client's information without prior consent with government agencies mandated by law to obtain such information upon a request sent in writing to Indus stating clearly the purpose of seeking such information.

DISCLOSURE

We may share information with third parties for statistical trend analysis of diseases among different demographics. The information is not provided to these companies for marketing purposes. Indus Health Plus can use this data for spreading awareness about the importance of prevention or early detection of diseases and for other services provided by the organization.

COOKIES

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. It is not possible to use cookies to run programs or deliver viruses to your computer. A web server assigns cookies uniquely to you and only a web server in the domain that issued the cookies to you can read the cookies.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a Web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. Using cookies simplifies the process of delivering relevant content, eases site navigation, and so on. When you return to the Web site, you can retrieve the information you previously provided, so you can easily use the site's features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline some or all cookies if you prefer. If you choose to decline all cookies, you may not be able to use interactive features of this web site that depend on cookies.

USE OF WEB BEACONS

Indus Health Plus Web pages may contain electronic images known as Web beacons sometimes called single-pixel gifs that may be used:

- to assist in delivering cookies on our sites
- to enable us to count users who have visited those pages

We may include Web beacons in promotional e-mail messages or in our newsletters in order to determine whether you opened or acted upon those messages.

Indus Health Plus may also employ Web beacons from third parties to help us compile aggregated statistics and determine the effectiveness of our promotional campaigns. We prohibit third parties from using Web beacons on our sites to collect or access your personal information. We also collect certain standard, non-personally identifiable information that your browser sends to every Web site you visit, such as your IP address, browser type and language, access times, and referring Web site addresses.

SECURITY

All collected information is stored in a technically and physically secure environment. Indus Health Plus is committed to protecting the security of your personal information. While we use SSL encryption to protect Sensitive Information online, we also do everything in our power to protect PII (including Sensitive Information) off-line. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use and disclosure. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect our end-users' personal information, we cannot ensure or warrant the security of any information that you transmit to us, and you do so at your own risk. If the user ends up divulging his confidential information, which includes but is not limited to his user name, email address, password, with other persons, then Indus Health Plus would not be held responsible for any loss arising out of the same. If the username and password for the electronic medical record is transferred to a third party by the client which leads to his information being accessed or amended, then Indus Health Plus would not be responsible for the same.

ACCESSING AND UPDATING PERSONAL INFORMATION

When you use our services, we make good faith efforts to provide you with access to your personal information and either to correct this data if it is inaccurate or to delete such data at your request if it is not otherwise required to be retained by law or for legitimate business purposes. We ask individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical, or for which access is not otherwise required. In any case where we provide information access and correction, we perform this service free of charge, except if doing so would require a disproportionate effort. Some of our services have different procedures to access, correct or delete users' personal information. We do retain personal information from closed accounts to comply with law, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigations, enforce our policies and take other actions otherwise permitted by law.

Patients will have the sufficient privileges to inspect and view their medical records without any time limit.

Patient's privileges to amend data shall be limited to correction of errors in the recorded patient/medical details. This shall need to be performed through a recorded request made to the healthcare provider within a period of 30 days from the date of discharge in all inpatient care settings or 30 days from the date of clinical encounter in outpatient care settings. An audit of all such changes shall be strictly maintained. Both the request and audit trail records shall be maintained within the system.

An electronic session after a predetermined time of inactivity would be forcibly terminated. To log in back, the user will have to initiate a new log in session. The unsaved state of the system at the time of automatic log-off would be saved and presented back to the user for further action.

Certain national priority activities, including notifiable/communicable diseases, will be specified for which health information may be disclosed to appropriate authority as mandated by law without the patient's prior authorization.

In cases of emergency where access controls need to be suspended in order to save a life, authorized users will be permitted to have unfettered access electronic health information for the duration of the emergency with the access remaining in force during the validity of the emergency situation.

THIRD PARTIES

We provide links to Web sites outside of our web sites, as well as to third party Web sites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that Web site and its privacy statement.

MINORS

This Website is not intended for visitors that are minors or under eighteen (18) years of age. www.indushealthplus.com does not knowingly solicit or collect information from individuals under the age of eighteen (18). If we determine that we have inadvertently collected personal information from someone under eighteen (18) years of age, we will take reasonable steps to purge this information from our database. We encourage parents and guardians to spend time online with their children and to participate and monitor the Internet activities of their children.

CHANGES AND AMENDMENTS & NOTIFICATION OF CHANGES

www.indushealthplus.com reserves the right to change or update this Privacy Policy at any time by posting a clear and conspicuous notice on the Website explaining that we are changing our Privacy Policy. When we do, we will also revise the "last updated" date at the top of the privacy statement. For material changes to this privacy statement, we will notify you by sending you a notification directly. We encourage you to review this privacy statement periodically to stay informed about how we are helping to protect the personal information we collect. Your continued use of the Service constitutes your agreement to this privacy statement and any updates.

All Privacy Policy changes will take effect immediately upon their posting on the Website. Please check the website periodically for any changes. Your continued use of the website and/or acceptance of our e-mail communications following the posting of changes to this privacy policy will constitute your acceptance of any and all changes.

Indus Health Plus will store the client's information for a reasonable period of time for record keeping purposes. The information that Indus Health Plus stores is sometimes deleted as per space requirements or in the normal course of business and the client would be informed before the deletion of his information takes place.

We continuously work to improve the service and may change the service at any time. Additionally, there are reasons why Indus Health Plus may stop providing portions of the service, including (without limitation) that it's no longer feasible for us to provide it, the technology advances, customer feedback indicates a change is needed, or external issues arise that make it imprudent or impractical to continue.

If your service is canceled, your right to use the service stops immediately. Your ability to access and use some third-party programs may also stop right away.

- I have read the terms and conditions stated above and agree with the same.
- I agree to share and store my medical record with Indus Health Plus.