

RADICAL

Privacy Policy

We value your trust. In order to honour that trust, We adhere to ethical standards in gathering, using, and safeguarding any information you provide.

RADICAL HEALTH-TECH PRIVATE LIMITED having registered office at Flat-1B, Plot-BB-9, Esha Co-Opt. AA-I, Newtown, Kolkata Parganas North West Bengal- 700156 India, (herein after referred as “We, Us, Our, Company”) provides online platform to enable online consultations with duly qualified doctors (“Medical Practitioner”) of multiple hospitals (“Hospital”). Both You and Hospital shall be referred as Users of this Platform.

Please read this privacy policy (“Policy”) carefully before using the Platform, along with the Terms of Use (“ToU”) provided on the Platform. Use of the Platform by the User or registration of the User with us through any mode shall signify acceptance of this Policy by the User and his/her agreement to be legally bound by the same. If you do not agree with the terms of this Policy, do not use the Platform or avail any of the Services provided.

Our privacy policy is subject to change at any time without notice. To make sure User is aware of any changes, User should review this policy periodically.

- Scope

This Privacy Policy applies to the collection, receipt, storage, usage, processing, disclosure, transfer and protection (“Utilization”) of information shared or collected from the Users as and when User uses or accesses the Platform. Any capitalised term not defined in this Privacy Policy shall have the same meaning as assigned to it in Terms of Use.

- User Provided Information

The Platform obtains the information Users provide when User accesses and registers for the Services. When User registers with us, User generally provide

- His/her name, age, gender, email address, location, phone number, password;
- information such as billing address, a credit / debit card number and a credit / debit card expiration date and/ or other payment instrument details and tracking information from cheques or money orders;
- information user provides us when he/she contacts Us for help;
- information User enters into our system when using the Platform, such as your feedback etc.
- certain information’s related to Primary User as well as Secondary User as Patient such as Patient’s name, age, gender, blood group, address, personal medical records and history including Physical, physiological and mental health condition etc.

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The said information collected from the users could be categorized as “Personal Information”, “Sensitive Personal Information” and “Associated Information”. Personal Information, Sensitive Personal Information and Associated Information (each as individually defined under this Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 (the “Data Protection Rules”)) shall collectively be referred to as “Information” in this Policy.

The Information is collected from Users by various methods including but not limited to through User at time registration, during the course of services, use of features of the Platform, through device as per the granted permissions, use of cookies and through Hospital pursuant to consultation on the Platform.

We may use the Information to contact you from time to time, to provide you with the Services, important information, required notices and marketing promotions. We will ask you when we need more information that personally identifies you (personal information) or allows us to contact you.

We will not differentiate between who is using the device to access the Platform, so long as the log in/access credentials match with User’s credentials. In order to make the best use of the Platform and enable User’s Information to be captured accurately on the Platform, it is essential that User has logged in using his/her own credentials. User agree that the audio and video recordings of User have been provided by User being fully aware that those recordings can be viewed by third parties.

We will, at all times, provide the option to User to not provide the Personal Information or Sensitive Personal Information, which we seek from User. Further, User shall, at any time while using the Platform, also have an option to withdraw his/her consent given earlier to Us to use such Personal Information or Sensitive Personal Information. Such withdrawal of the consent is required to be sent in writing to Us at the contact details provided in this Policy below. In such event, however, the Company fully reserves the right not to allow further usage of the Platform by the User.

- Automatically Collected Information

In addition, the Platform may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of User’s laptop, operating system, mobile device, mobile operating system, the type of Internet browsers User uses, and information about the way User use the Platform. As is true of most mobile applications, we also collect other relevant information as per the permissions that you provide.

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- Payment Gateway

We use an outside credit card/ payment processing company to bill you for goods and services. These companies generally do not retain, share, store or use personally identifiable information. However, for specific understanding of the information collected and their use, the terms of these service providers should be referred. We are not responsible for the privacy practices or the content of these service providers.

- Use of your Personal Information

We use the collected Information to analyse trends, to conduct research, to administer the Platform and services, to learn about each user's learning patterns and movements around the Platform and to gather demographic information and usage behaviour about our user base as a whole. Aggregated and individual, anonymized and non-anonymized data may periodically be transmitted to external service providers to help Us improve the Platform and our Services. We will share user information with third parties only in the ways that are described below in this Policy.

We may use the Information to perform academic/studies, clinical or other research and analysis for our understanding, information, analysis, services and technologies in order to assist medical service providers to provide all users improved quality of care. We may also aggregate personal information for research for academic/studies, clinical or other research, statistical analysis and business intelligence purposes, and to sell or otherwise transfer such research, statistical or intelligence data in an aggregated and/or non-personally identifiable form to third parties and affiliates with a purpose of providing services to the users or for the advancement of scientific knowledge about health and disease.

We may use the individual data and behaviour patterns combined with personal information to provide Users with personalized content. Third parties provide certain services which we may use to analyze the data and information to personalize, drive insights and help us better user experience or reach out to User with more value-added applications, products, information and services. However, these third-party companies do not have any independent right to share this information. We may at times provide aggregate statistics about our Users, traffic patterns, and related site information to reputable third parties, however this information when disclosed will be in an aggregate form and does not contain any of your Personally Identifiable Information.

Company will occasionally send email notices or contact User to communicate about our Services, products and benefits, as they are considered an essential part of the services/products User has chosen.

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We may disclose Information:

- as required by law, such as to comply with a subpoena, or similar legal process;
 - to enforce applicable ToU, including investigation of potential violations thereof;
 - when we believe in good faith that disclosure is necessary to protect our rights, protect Users safety or the safety of others, investigate fraud, address security or technical issues or respond to a government request;
 - with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this Policy;
 - to protect against imminent harm to the rights, property or safety of the Company/ Platform or its users or the public as required or permitted by law;
 - with third party service providers in order to personalize the Platform for a better user experience and to perform behavioural analysis;
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- Access to your Personal Information

We will provide User with the means to ensure that his/her Personal Information is correct and current. If User has filled out a profile, we will provide an obvious way for User to access and change the profile from our Platform. We adopt reasonable security measures to protect User password from being exposed or disclosed to anyone.

- Cookies

We send cookies (small files containing a string of characters) to user's computer, thereby uniquely identifying User's browser. Cookies are used to track User's preferences, help User login faster, and aggregated to determine user trends. This data is used to improve our offerings, such as providing more content in areas of greater interest to a majority of users.

Most browsers are initially set up to accept cookies, but User can reset your browser to refuse all cookies or to indicate when a cookie is being sent. Some of our features and services may not function properly if User has disabled the cookies.

- Links

We may present links in a format that enables us to keep track of whether these links have been followed. We use

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this information to improve our customized content. Clicking on links may take Users to sites outside our domain. We are not responsible for the privacy practices of other web sites. We encourage our users to be aware when they leave our site to read the privacy statements of each and every web site that collects personally identifiable information. This Privacy Policy applies solely to information collected by our Website.

- Alerts

We may alert User by email or phone (through sms/call) to inform User about new service offerings or other information which we feel might be useful for you.

- Security

We are concerned about safeguarding the confidentiality of User's Information. We provide physical, electronic, and procedural safeguards to protect Information we process and maintain. For example, we limit access to this Information to authorized employees only who need to know that information in order to operate, develop or improve our Platform. Please be aware that, although we endeavor to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

- How Long Do We Retain User Data?

Currently, we plan to retain user data while an account is active and for at least three years afterward. We may alter this practice according to legal and business requirements. For example, we may lengthen the retention period for some data if needed to comply with law or voluntary codes of conduct. Unless otherwise prohibited, we may shorten the retention period for some types of data if needed to free up storage space. We also store user profile and user recordings.

- Log information

When User accesses our Platform, our servers automatically record information that User's browser sends whenever User visit the Platform. These server logs may include information such as User's web request, internet protocol address, browser type, browser language, the date and time of User's request and one or more cookies that may

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uniquely identify User's browser.

- User communications

When User sends an email or other communication to us, we may retain those communications in order to process the inquiries, respond to User's requests and improve our Services.

- Changes to this Statement

As the Company evolves, our privacy policy will need to evolve as well to cover new situations. User is advised to review this Policy regularly for any changes, as continued use is deemed approval of all changes.

- Your Consent

We believe that, every user of our Application/Services/products/Website must be in a position to provide an informed consent prior to providing any Information required for the use of the Application/Services/products/Website. By registering with us, User is expressly consenting to our collection, processing, storing, disclosing and handling of User's information as set forth in this Policy now and as amended by us. Processing, User's information in any way, including, but not limited to, collecting, storing, deleting, using, combining, sharing, transferring and disclosing information, all of which activities will take place in India. If User reside outside India, User information will be transferred, processed and stored in accordance with the applicable data protection laws of India.

- Grievance Redressal

Any complaints, abuse or concerns with regards to content and or comment or breach of these terms shall be immediately informed to the designated Grievance Officer as mentioned below via in writing or through email signed with the electronic signature to legal@radicalhealth.care or Mr. Prashant Baghel ("Grievance Officer")

Mr. Prashant Baghel
Grievance Officer

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West Bengal- 700156 India
Ph:+ 91 8448 709 766
email: legal@radicalhealth.care

The company shall not be responsible for any communication, if addressed, to any non-designated person in this regard.

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