

Privacy Policy

We value the trust You (defined below) place in Us (defined below). That is why We (defined below) insist upon the highest standards for secure transactions and customer information privacy. Please read the following statement to learn about Our (defined below) information gathering and dissemination practices.

Ainotech Enterprise Private Limited ("Ainotech Enterprise Pvt. Ltd.", which also includes its affiliates), having its registered office address on the 4th floor, 410 Pinnacle Business Park, Near Tulsidham Crossing, Manjalpur Vadodara, Gujarat 390011.

Ainotech Enterprise Pvt. Ltd. is committed to respecting the privacy of every person who shares information with it or whose information it receives. Your (defined below) privacy is important to Us (defined below) and We (defined below) strive to take care and protect the information We (defined below) receive from You (defined below) to the best of Our (defined below) ability.

This Privacy Policy ("Privacy Policy") applies to the collection, receipt, storage, usage, processing, disclosure, transfer, and protection ("Utilization") of your Personal Information (defined below) when You use the Mymedicaldata website available at URL: mymedicaldata.co.in (where co.in represents various domain names) operated by Ainotech Enterprise Pvt. Ltd. ("Website") or mobile application of the brand name "MyMediData" available for download at Google Play Store, Apple App Store, ("Application") Or other supporting platforms operated by Ainotech Enterprise Pvt. Ltd. or avail any Services offered by Ainotech Enterprise Pvt. Ltd. through the Website or Application.

The terms 'You' or 'Your' refer to you as the user (registered or unregistered) of the Website, Application or Services, and the terms 'We', 'Us' and 'Our' refer to Ainotech Enterprise Pvt. Ltd.

The capitalized terms that are used but not defined in this Privacy Policy shall have the same meaning as in our Terms of Use.

CONSENT

You acknowledge that this Privacy Policy is a part of the Terms of Use of the Website and the other Services, by accessing the Website or Application or by otherwise providing Us Your Personal Information Yourself or through a Primary User or by making use of the Services provided by the Website or Application or assisted services provided by us, You unconditionally signify Your (1) assent to the Privacy Policy, and (2) consent to the Utilization of your Personal Information under the provisions of this Privacy Policy.

You acknowledge that You are providing Your Personal Information out of Your free will. If You use the Services on behalf of someone else (including but not limited to, Your child – minor or major or as a legal representative of an individual with mental illness) or an entity (such as Your employer), You represent that You are authorized by such individual or entity to (i) accept this Privacy Policy on such individual's or entity's behalf, and (ii) consent on behalf of such individual or entity to Our collection, use and disclosure of such individual's or entity's Personal Information as described in this Privacy Policy. Further, you hereby acknowledge that the Utilization of Your Personal Information by Ainotech Enterprise Pvt. Ltd. is necessary for the purposes identified hereunder. You hereby consent that the Utilization of any Personal Information under the provisions of this Privacy Policy shall not cause any wrongful loss to You.

YOU HAVE THE OPTION NOT TO PROVIDE US THE PERSONAL INFORMATION SOUGHT TO BE COLLECTED. YOU WILL ALSO HAVE THE OPTION TO WITHDRAW YOUR CONSENT AT ANY POINT, PROVIDED SUCH WITHDRAWAL OF THE CONSENT IS INTIMATED TO US IN WRITING. If You do not provide Us Your Personal Information or if

You withdraw the consent to provide Us Your Personal Information at any point in time, we shall have the option not to fulfill the purposes for which the said Personal Information was sought and We may restrict You from using the Website, Application or Services.

Our Website or Application is not directed at children and We do not knowingly collect any Personal Information from children. Please contact Us at grievance@MyMedicalData.co.in if You are aware that We may have inadvertently collected Personal Information from a child, and We will delete that information as soon as possible.

CHANGES TO THE PRIVACY POLICY

We reserve the right to update (change, modify, add and/or delete) this Privacy Policy from time to time at our sole discretion. There is a tab at the end of the Privacy Policy which indicates when the Privacy Policy was last updated.

When We update Our Privacy Policy, we will intimate You of the amendments on Your registered email ID on the Website or Application. Alternatively, Ainotech Enterprise Pvt. Ltd. may cause Your account to be logged-off and make Your subsequent account log-in conditional on acceptance of the Agreement. If You do not agree to the amendments, please do not use the Website, Application, or Services any further.

PERSONAL INFORMATION COLLECTED

To provide Services to You we might require You to voluntarily provide Us certain information that personally identifies You or Secondary Users related to You. You hereby consent to the collection of such information by Ainotech Enterprise Pvt. Ltd. The information that We may collect from You, about You or Secondary Users related to You, may include but are not limited to, the following:

- Patient/Caregiver/Doctor/Health Care Professional Name,
- Birthdate/age,
- Gender,
- Address (including country and pin/postal code),
- Location information, including Your GPS location,
- Phone number/mobile number,
- Email address,
- Personal medical records,
- Valid financial information at the time of purchase of product/Services and/or online payment,
- MyMediData Login ID and password,
- User details as provided at the time of registration or thereafter,
- Records of interaction with Ainotech Enterprise Pvt. Ltd. representatives,
- Your usage details such as time, frequency, duration and pattern of use, features used and the amount of storage used,
- Master and transaction data and other data stored in Your user account,
- Internet Protocol address, browser type, browser language, referring URL, files accessed, errors generated, time zone, operating system, and other visitor details collected in Our log files, the pages of our Website or Application that You visit, the time and date of Your visit, the time spent on those pages and other statistics ("Log Data"),
- User's tracking Information such as, but not limited to the device ID, Google Advertising ID, and Android ID,

- Any other information that is willingly shared by You.
- (collectively referred to as "Personal Information").

HOW WE COLLECT PERSONAL INFORMATION

The methods by which We collect Your Personal Information include but are not limited to the following:

- When You register on Our Website or Application,
- When You provide Your Personal Information to Us,
- During Services provided to You by Us,
- When You use the features on Our Website or Application,
- Through Your device, once You have granted permissions to Our Application (discussed below),
- Through Service Supplier according to the consultation on the Website or the Application,
- Using cookies (also discussed below),

We collect information that Your browser/app sends whenever You visit Our Website or Application, such as, the Log Data. Also, we may use third party services such as Pixel that collect, monitor, and analyze this. This information is kept completely secure.

USE OF PERSONAL INFORMATION

YOUR PERSONAL INFORMATION MAY BE USED FOR VARIOUS PURPOSES INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

- To provide effective Services.
- To debug customer support related issues.
- To operate and improve the Website or Application.
- To perform academic/studies, clinical or other research and analysis for our understanding, information, analysis, services, and technologies to provide all users improved quality of care; and ensuring that the content and advertising displayed are customized to your interests and preferences.
- To contact You via phone, SMS, email, or third-party communication services such as Whatsapp, etc. for appointments, technical issues, payment reminders, obtaining feedback, and other security announcements.
- To send promotional and marketing emails from Us or any of Our channel partners via SMS, email, snail mail, or third-party communication services such as WhatsApp, Facebook, etc.
- To advertise products and Services of Ainotech Enterprise Pvt. Ltd.
- To transfer information about You if We are acquired by or merged with another company.
- To share with Our business partners the provision of specific services You have ordered to enable them to provide effective Services to You.
- To administer or otherwise carry out Our obligations about any Agreement You have with Us.
- To build Your profile on the Website or Application.
- To respond to subpoenas, court orders, or legal process, or to establish or exercise Our legal rights or defend against legal claims.
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of Our Terms of Use, breach of Our agreement with You or as otherwise required by law.

To 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.

(collectively referred to as "Purpose(s)")

SHARING AND TRANSFERRING OF PERSONAL INFORMATION

You authorize Us to exchange, transfer, share, part with all or any of Your Personal Information, across borders and from Your country to any other countries across the world with Our affiliates/agents / third party service providers/partners/banks and financial institutions for the purposes specified under this Policy or as may be required by applicable law.

You hereby consent and authorize Us to publish feedback obtained by You on Our Website or Application.

User's financial information is transacted upon secure sites of approved payment gateways which are digitally under encryption, thereby providing the highest possible degree of care as per current technology.

You acknowledge that some countries where We may transfer Your Personal Information may not have data protection laws that are as stringent as the laws of Your own country. You acknowledge that it is adequate that when Ainotech Enterprise Pvt. Ltd. transfers Your Personal Information to any other entity within or outside Your country of residence, Ainotech Enterprise Pvt. Ltd. will place contractual obligations on the transferee which will oblige the transferee to adhere to the provisions of this Privacy Policy. You acknowledge that Ainotech Enterprise Pvt. Ltd. may be obligated to by law to disclose or transfer your Personal Information with Courts and Government agencies in certain instances such as for the verification of identity, or prevention, detection, investigation, prosecution, and punishment for offenses, or in compliance with laws such as intimation of diagnosis of an epidemic disease. You hereby consent to disclosure or transfer of Your Personal Information in these instances.

Notwithstanding the above, we are not responsible for the confidentiality, security, or distribution of Your Personal Information by third parties outside the scope of Our Agreement with such third parties. Further, we shall not be responsible for any breach of security or for any actions of any third parties or events that are beyond the reasonable control of Us including but not limited to, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, poor quality of Internet service or telephone service of the User, etc.

We may share Your Personal Information with Our other corporate and/or associate entities and affiliates to (1) help detect and prevent identity theft, fraud, and other potentially illegal acts and cybersecurity incidents, and (2) help and detect co-related/related or multiple accounts to prevent abuse of Our Services.

PERMISSIONS

Once You download and install Our Application, you may be prompted to grant certain permissions to allow the Application to perform certain actions on Your device. These actions include permission to:

- read/write/modify/delete data concerning the Application on Your device's storage.
- view/access information relating to networks/access networks, including permission to send and receive data through such networks/access networks.
- determine Your approximate location from sources like, but not limited to, mobile towers and connected Wi-Fi networks.

- determine Your exact location from sources such as, but not limited to, GPS.
- view/access device information, including but not limited to the model number, IMEI number, operating system information, and phone number of Your device.
- access device information including the device identification number required to send notification/push notifications.

USE OF COOKIES

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to You on the Website and/or Application.

We may store temporary or permanent 'cookies' on Your computer/device to store certain data (that is not Sensitive Personal Data or Information). You can erase or choose to block these cookies from Your computer. You can configure Your computer's browser to alert You when We attempt to send You a cookie with an option to accept or refuse the cookie. If You have turned cookies off, you may be prevented from using certain features of the Website or Application.

We do not control the use of cookies by third parties.

SECURITY

The security of Your Personal Information is important to Us. We have adopted reasonable security practices and procedures including role-based access, secure communication, password protection, encryption, etc. to ensure that the Personal Information collected is secure. You agree that such measures are secured and adequate. We restrict access to Your Personal Information to Our and Our affiliates' employees, agents, third-party service providers, partners, and agencies who need to know such Personal Information to the Purposes as specified above in this Policy, provided that such entities agree to abide by this Privacy Policy.

While We will endeavor to take all reasonable and appropriate steps to keep secure any information that We hold about You and prevent unauthorized access, you acknowledge that the internet is not 100% secure and that We cannot guarantee the absolute security of Your Personal Information. Further, if You are a Secondary User, you hereby acknowledge and agree that Your Personal Information may be freely accessible by the Primary User and other Secondary Users and that Ainotech Enterprise Pvt. Ltd. will not be able to restrict, control, or monitor access by Primary User or other Secondary Users to your Personal Information. We will not be liable in any way for any breach of security or unintended loss, or disclosure of information caused with Your Personal Information.

THIRD-PARTY LINKS

During Your interactions with Us, we may provide/include links and hyperlinks of third-party websites not owned or managed by Us ("Third-party Websites"). It may also happen that You or other Users may include links and hyperlinks of Third-party Websites. The listing of such Third-Party Websites (by You, other Users, or by Us) does not imply endorsement of such Third-party Websites by Ainotech Enterprise Pvt. Ltd. Such third-party Websites are governed by their terms and conditions and when You access such Third-party Websites, you will be governed by the terms of such Third-party Websites. You must use Your discretion while accessing or using Third-party Websites. We do not make any representations regarding the availability and performance of any of the Third-party Websites. We are not responsible for the content, terms of use, privacy policies, and practices of such Third-party Websites. We do not bear any liability arising out of Your use of third-party Websites.

ACCESS

If You need to update or correct Your Personal Information or have any grievance for the processing or use of Your Personal Information or request that We no longer use Your Personal Information to provide You Services, or opt-out of receiving communications such as promotional and marketing-related information regarding the Services, for any reason, You may send Us an email at grievance@MyMedicalData.co.in and We will take all reasonable efforts to incorporate the changes within a reasonable period.

COMPLIANCE WITH LAWS

You are not allowed to use the services of the Website or Application if any of the terms of this Privacy Policy are not under the applicable laws of your country.

TERM OF STORAGE OF PERSONAL INFORMATION

MyMediData may keep records of communications, including phone calls received and made for making inquiries, orders, feedback, or other purposes for rendering services effectively and efficiently. MyMediData will be the exclusive owner of such data and records. However, all records are regarded as confidential. Therefore, will not be divulged to any third party, unless required by law.

Ainotech Enterprise Pvt. Ltd. shall store Your Personal Information at least for two years from the last date of use of the Services, Website, or Application or for such period as may be required by law.

GRIEVANCE OFFICER

We have appointed a grievance officer, whose details are set out below, to address any concerns or grievances that You may have regarding the processing of Your Personal Information. If You have any such grievances, please write to Our grievance officer at grievance@MyMedicalData.co.in and Our officer will attempt to resolve Your issues promptly.