



## **Regency Hospital Limited Privacy Policy**

Regency Hospital Limited and its subsidiaries (“hereinafter referred to as RHL”) are committed to respecting the privacy and choices of every person who shares information or data with RHL. Your privacy protection is important to us and we strive to take due care and protection of the information, we receive from you (“the Users”). In this regard, we adhere to the various governing laws such as

- The Information Technology Act, 2000 – Section 43A.
- The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011.

This Privacy Policy applies to the collection, storage, processing, disclosure and transfer of your Personal Information (defined below) as per the above mentioned laws, particularly when you use the website of <https://regencyhealthcare.in> (“Website”) operated by RHL for any information or services.

RHL does not share personal information about users except (a) to provide services users have requested; (b) when RHL have Users permission; or (c) under the following circumstances:

- We provide the information to trusted entities who work on behalf of or with RHL under strict confidentiality agreements. These entities may use the personal information to help RHL communicate with users about our services and offers. However, these companies do not have any independent right to further share or disseminate this information;
- We believe it is necessary to share the information in order to investigate, prevent, or take action against any illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise required by law.
- We believe it is necessary to share the information in order to protect or enforce RHL’s rights, usage terms, intellectual or physical property or for the safety of RHL or associated parties.
- We may share information about you if RHL is acquired by or merged with another company.

Users may choose to give us personal information to provide you with the required information or support. We intend to protect the quality and integrity of your personally identifiable information. RHL will not be liable for any unsolicited information provided by users.

Your Personal Information may be used or processed for providing effective Services, improving the Website, performing studies, research and analysis, contacting users via phone, SMS, WhatsApp or email for appointments, technical issues, payment reminders, deals, offers and other announcements.

The security of your Personal Information is important to us. We have adopted reasonable security practices and procedures to ensure that the Personal Information collected is secure

### **Personal Information**

The kinds of information that RHL collect about user that include but are not limited to the following:

- Patient/Caregiver/Doctor/Health Care Professional Name,
- Birth date/age,
- Gender,
- Address,
- Phone number/mobile number,
- Email address,
- Physical, physiological and mental health condition, provided by user and/or user Health Care Professional,
- Personal medical records and history,
- Valid financial information at time of purchase of product/service and/or online payment,
- User details as provided at the time of registration or thereafter,
- Master and transaction data and other data stored in Your user account,
- Any other information that is willingly shared by You (collectively referred to as “Personal Information”).
- Biometrics data
- Genetic Data
- Transgender Status
- Intersex Status
- Caste or Tribe
- Religious or political belief or affiliation
- Sexual orientation

### **Amendments & Modifications**

Any or all provisions of this Privacy Policy would be subject to revision/ amendment by Human Resource Department based on the recommendations of IT Department or in accordance with the applicable laws on the subject as may be specified from time to time.

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