



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.

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

Reasonable Security Practices and Security of Personal Information:

We are committed to protecting your privacy. It is important to us that our customers retain their privacy while taking advantage of the services that we have to offer. To this end, we adhere to the following basic principles:

We employ the highest levels of security to keep your personal information strictly confidential.

We will not disclose or sell any of your personal information, including your name, address, age, sex or medical history or other personal information mentioned above to any third party without your permission.

We adopt adequate measures to prevent unauthorized access to your personal information and have implemented reasonable security practices commensurate to the standards required under applicable laws and industry best practices.

The security of your Personal Information is important to us. We have adopted reasonable security practices and procedures including role-based access and need to know basis, password protection, encryption etc. to ensure that the Personal Information collected is secure. We restrict access to your Personal Information to Our and Our affiliates' employees, agents, third party service providers, partners, and agencies on a need to know basis and in relation to the Purposes as specified above in this Policy.

We endeavor to take all reasonable and appropriate steps to keep secure any information which We hold about You and prevent unauthorized access

Though we try to protect personal information and prevent any unauthorized access, no system is 100% foolproof and RHL and its subsidiaries are not liable for unintended breach of data causing disclosure of personal data.

Grievance Officer

We have appointed a Grievance Officer 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 investor@regencyhealthcare.in and Our officer will attempt to resolve Your issues in a timely manner.

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.
