



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, including when you use the website of <https://regencyhealthcare.in> (“Website”) operated by RHL for any information or services or through offline documentation by which you provide us with your Personal Information for any information or services.

RHL does not share Personal Information about Users except (a) to provide services, Users have requested; (b) when RHL has 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 information collected from you by RHL may constitute ‘personal information’ or ‘sensitive personal data or information. The “**Personal Information**” of a person to mean personal information about that person relating to:

1. passwords;
2. financial information such as bank accounts, credit and debit card details or other payment instrument details;
3. physical, physiological and mental health condition;
4. sexual orientation;
5. medical records and history;
6. biometric information;
7. information received by body corporate under lawful contract or otherwise;
8. visitor details as provided at the time of registration or thereafter; and
9. call data records

Information that is freely available in the public domain accessible under the Right to Information Act, 2005 or any other law will not be regarded as Personal Information.

Collection of Personal Information

Your Personal Information is collected in a variety of methods, including but not limited to:

- When you fill the patient registration form,
- When you provide details to a RHL doctors’/ representative,
- When you register on our Website,
- When you provide your Personal Information to us during course of receiving services

Consent

You acknowledge that by using the Website, you have voluntarily provided your Personal Information and understand how it will be utilized, you also consent to the collection, storage, processing, disclosure, and transfer of any Personal Information in accordance with the provisions of this Privacy Policy. However, we shall not be liable for any loss that may happen to you due to the provision of inaccurate Personal Information by you. Your information which is available

online shall be used in accordance with the terms of this privacy policy, while offline information will be managed as per the prescribed norms and rules of the Company.

You have the right refuse to provide the information sought by RHL, and the right to withdraw your consent at any time. To do so, please notify us in advance by sending an email to investor@regencyhealthcare.in." Please note that your withdrawal of consent to use your Personal Information may result in RHL not being able to provide you with access to the Website or terminate any existing relationship that RHL may have with you.

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.

The data collected and stored offline is secured by keeping it in a safe place/room with appropriate security. The Company takes necessary measures to protect the data from any kind of fraud and to comply with all applicable laws at all times. Staff shall be provided access to Personal Information only to the extent necessary to serve the applicable business purpose of RHL and to perform their job. Staff who access Personal Information shall meet their confidentiality obligations.

Though we try to protect Personal Information and prevent any unauthorized access, no system is 100% foolproof and RHL will not be liable for unintended breach of data causing disclosure of Personal Information.

Term of Storage of Personal Information

We will retain your information for as long as necessary to provide you with the services. We shall not retain such information for longer than is required for the purposes for which the information may lawfully be used or is otherwise required under any other law for the time being in force.

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.
