
Customer Data Privacy Policy

Updated on [16-May-2023]

Forus Health Private Limited (“**Company**”) values your privacy and is committed to ensuring that your privacy is protected. The purpose of this “**Privacy Policy**” is to describe what information the Company collects about you, why we collect it, how we use your information, how we protect and share your Information, the choices we offer you, including your ability to access and update Information about yourself (“**User**”, “**your**” or “**you**”) in the use of the Platform.

This Privacy Policy must be read in conjunction with the “**Terms of Use**”(<https://www.forushealth.com/platform.html>)and all the terms and conditions therein. If you do not agree with Privacy Policy and the Terms of Use, do not access or use the Platform. Any terms capitalised herein but not defined shall have the same meaning ascribed to it in the Terms of Use.

1) Applicability

We ask for and collect certain Information (specified in Section 2) about you when you use the Platform. This Information is necessary for the adequate performance of the contract between you and us and to allow us to comply with our legal obligations. Without it, we may not be able to provide you access to and use of the Platform or any associated services.

2) Information we Collect

- a) We collect the following broad categories of information from you (collectively referred to as “**Information**”)
 - i) “**Personally Identifiable Information**” – information that could be used to identify you such as, your name, email address, age, gender, internet protocol (IP) addresses and other similar information;
 - ii) “**Sensitive Personal Information**” – such as passwords, medical health and well-being information, and payment related information;
 - iii) “**Non-Personal Information**” – information that cannot be used to identify you such as the webpages that you have viewed and your usage patterns, including certain types of device information;
- b) Having regard to the foregoing, below is an inclusive list of Information we collect from you in connection with your access and use of the Platform:
 - i) **Account Information:** Information that we need you to provide to enable you to sign-up for the use of the Platform provided by the Company. When you sign-up for an account on the Platform (“**User Account**”), we require certain Information such as your name, phone number and email address for the purpose of user registration, identification and account verification, and in the event you intend on using the Platform on behalf of any other person, then the details and information of such other person.

- ii) Medical Information:** If you use the Platform to book appointments to consult Medical Practitioners, you will be providing us and the respective Medical Practitioner with the relevant Information pertaining to your health conditions and well-being and other medical or health information which may include information or records relating to your health status, medical history, laboratory testing results, or any diagnostic information.
- iii) Payment Transaction Information:** We may collect your first name, last name, phone number, and billing address, when you register for availing the services offered on the Platform. Your payment details are collected through a third-party gateway to which you will be required to provide requisite information separately in order to process your payments. Refer to our Terms of Use for more details on payment processes.
- c) Information we automatically collect from your use of the Platform:** When you use the Platform, we automatically collect information, about the functionalities you use on the Platform and how you use them. This Information is necessary for the effective performance of the contract between you and us, to enable us to comply with legal obligations given our legitimate interest in being able to provide and improve the functionalities relating to the Platform and the services.

 - i) Geo-location Information:** When you use certain features of the Platform, we may collect information about your location such as your IP address, which in turn would enable us to infer your city, region/state, country, continent, Internet Service Provider (ISP), longitude/latitude coordinates of location, type of connection (residential, business, etc.), and name of the organisation that owns the connection (i.e. if it is a business connection or not).
 - ii) Usage Information:** We collect Information about your interactions with the Platform such as the pages viewed on the Platform and the User Account dashboard, content created or uploaded through use of the Platform and services.
 - iii) Log File and Device Information:** When you use the Platform, we automatically collect and store certain information in server logs. This includes details of how you used the Platform, such as access to your User Account, certain information that your web browser sends whenever you visit any website, internet protocol address, information inferred from your internet protocol address like location, ISP details, device information such as hardware configuration and operating system, browser types, referring / exit pages and URL's, number of clicks, domain names, landing pages, pages viewed and other such information. We do not link this automatically collected data to Personally Identifiable Information.
 - iv) Cookies and Tracking Technologies:** We collect device specific information (such as your hardware model, operating system version, unique device identifiers). the Company may associate your device identifiers with your User Account. You may decline these cookies by changing your browser settings, if permitted. However, do note that this may impact certain features of the Platform or your experience in using the Platform.
- d) All the Information provided to the Company by you, including Personally Identifiable Information or any Sensitive Personal Information, is voluntary. You**

understand that the Company may use certain information of yours as provided in Section 3 below.

- e) This policy does not apply to, nor does the Company take any responsibility for any Information that is collected by any third-party either using the Platform or through any third-party links made available to you during your use of the Platform. Refer to the Terms of Use for more details in this regard

3) How we use Information we Collect

- a) the Company will use the Information collected from you for the following purposes:
 - i) Ensuring the services with respect to the Platform is presented in the most effective manner for your use which includes providing Medical Practitioners details about you to the extent necessary for their consultation services and as consented by you;
 - ii) To improve and secure the Platform: We are always looking for ways to make our Platform smarter, faster, secure, integrated, and useful to you. We use collective learnings about how Users use the Platform and feedback provided directly to us to troubleshoot and to identify trends, usage, activity patterns and areas for integration and improvement of the Platform.
 - iii) To provide you with information pertaining to products and services, and transactional and user support and products or services that you request from us;
 - iv) To carry our obligations arising from any contracts entered into between you and us, including for billing and collection;
 - v) To notify you about any changes and improvements to the Platform; or analytical purposes, including but not limited to assessing usage data, usage patterns, and other similar activities;
 - vi) When you create a User Account, we keep a record of your communication to help solve any issues you might be facing;
 - vii) In any other way that the Company may describe to you at the time you provide the Information or to fulfil any purpose for which you provide the Information;
 - viii) We use Information collected from cookies and other tracking technologies to improve your user experience.
- b) Except as otherwise provided herein, the Company will not disclose, publish, sell, rent, market or share with any third-party your Information without your express consent.
- c) Please do not include or provide any Personally Identifiable Information or Sensitive Personal Information unless specifically requested as part of the registration or other applicable processes. Also, do not provide any Information pertaining to another person if you are not authorized to provide such information on behalf of such other person. If any Information you have provided or uploaded violates the terms of this Privacy Policy, the Company may be required to delete such Information upon informing you of the same and revoke your access if required without incurring any liability to you.
- d) You also may provide Information to be published or displayed or posted on the Platform or transmitted to other Users of the Platform or third-parties. Any such Information is posted or transmitted to others at your own risk. Please be aware that

the Company cannot control the actions of other Users (including Medical Practitioners) of the Platform with whom you may choose to share your Information.

4) Information we Share and Disclose

We share information about you with your consent for the following operating and maintaining the Platform:

- a) **For Customer Support:** We use your Information to resolve technical issues you encounter, to respond to your requests for assistance, to analyse crash information, and to repair and improve the Platform.
- b) **For Legal Reasons:** The Company will also share Information with individuals or entities to the extent it believes in good faith it is required to:
 - i) ensure compliance with law/regulations and/or pursuant to enforceable orders of government, law enforcement or regulatory authorities;
 - ii) address fraud, security or technical issues;
 - iii) protect against harm to the rights, property or safety of the Company, its other Users or the public as required or permitted by law.
- c) **For Effective Provision of the Platform:** We may share your personal information or personal information of others provided by you to Medical Practitioners, the Company employees, contractors, agents, and other representatives who need to know that Information in order to provide services to you and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

5) How we Store and Protect your Information

- a) The Company stores Information on its databases and on servers in various countries around the world. We may store your Information on a server located outside India.
- b) The Information that you provide, subject to disclosure in accordance with this Privacy Policy and other agreements (if any), shall be maintained in a safe and secure manner. The Company databases and information are stored on secure servers with appropriate firewalls.
- c) The Company uses industry standard and commercially reasonable physical, technical and administrative security measures to safeguard all Information, and to ensure their confidentiality. We conduct periodic reviews and audits of our security measures pertaining to our information collection, storage, and, to guard against unauthorised access to systems.
- d) When you enter User information (such as log in credentials) in respect of your User Account (“**User Information**”) or when you upload any Information through the use of the Platform, we take reasonable efforts to ensure that your User Information and all other information submitted by you is safe and secure; however, the Company makes no representation, warranties or other assurances that the security measures are adequate, safe, fool proof or impenetrable.
- e) Given the nature of internet transactions, the Company does not take any responsibility for the transmission of information including User Information shared by you. Any transmission of User Information on the internet is done at your risk and shall not be responsible for the circumvention of the privacy settings or security measures either by you or any third-party.

6) Your Requests

- a) **Data Retention and Data Deletion:** The Company shall retain information that it collects for as long as is necessary for the performance of the contract between you and us and to comply with our legal obligations. If you no longer want to use the Platform and want your User Account or Information to be deleted, you may contact the Company on [data.governance@forushealth.com] to request in good faith that your User Account or Information be deleted. Your User Account and all your Information will be deleted within a reasonable period of time, subject to applicable law. If you wish to use the Platform to avail any associated services therein once your User Account is deleted pursuant to your request, you will have to sign-up as a new User. Furthermore, we have no control over any Information that has been provided by you directly to a Medical Practitioner or if provided by us to such Medical Practitioner to provide services to you as requested by you. You must reach out to the Medical Practitioner in the event you require such information to be deleted or returned from their possession.
- b) **Rectification of Inaccurate or Incomplete Information:** The Company may permit or deny modification of any Information, to the extent such Information is required by us in order to be compliant with applicable laws. You may request us in good faith to correct inaccurate or incomplete personal information concerning you (which you cannot update yourself within your account). However, please note that in the event you withdraw your consent, we cannot ensure the continuity of your access or usage of the Platform and any associated services.
- c) **Data Portability:** Data portability is the ability to obtain some of your Information in a widely used format. Depending on the context, you may request us copies of Information that you have provided to us and we will endeavour to facilitate such request on our sole discretion and where technically feasible.
- d) **Withdrawing Consent and Restriction of Collecting Data:** Where you have provided your consent to the collecting of your Information by the Company, you may withdraw your consent at any time by sending a communication to the Company at [data.governance@forushealth.com] specifying which consent you are withdrawing. Please note that the withdrawal of your consent does not affect the lawfulness of any processing activities based on such consent before its withdrawal. However, please note that in the event you withdraw your consent, we cannot ensure the continuity of your access or usage of the Platform and any associated services.
- e) **Complaints:** If you wish to place a complaint with regard to privacy requirements or laws, access any of your information or would like to update or correct any errors in your User Information, please contact our Grievance Redressal Officer, [Forus Health Pvt Ltd at [data.governance@forushealth.com] so that we can consider and respond to your request. The Company will endeavour to address all request within 30 (thirty) days from the date such a request is made.
- f) If you have any questions or complaints about this Privacy Policy, the Terms of Use or the Company handling practices, you may send an email to us at [data.governance@forushealth.com].

7) Restrictions

The Platform are only intended for Users who are of eighteen (18) years of age or older. If you are not of the requisite age you are not to provide any User Information or other information. the Company shall have the right to revoke the access to the Platform and delete accounts of Users below the age of eighteen (18) without notice.

8) Amendments

This Privacy Policy is subject to change from time to time. If we make changes to this Privacy Policy, we will post the revised Privacy Policy on the Platform, and update the “Last Updated” date at the beginning of this Privacy Policy. If you disagree with the revised Privacy Policy, you may cancel your User Account or stop your usage of the Platform and any services.