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Privacy Policy

This Privacy Policy describes how **KwikMedi** (“we”, “us”, or “our”) collects, uses, discloses, and safeguards your information when you use our mobile application and related services (the “Service”). It also explains your privacy rights and how applicable laws protect you.

By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

1. Interpretation and Definitions

Interpretation

Words with capitalized initials have meanings defined below, regardless of whether they appear in singular or plural form.

Definitions

- **Account** means a unique account created for you to access our Service.
- **Affiliate** means any entity that controls, is controlled by, or is under common control with the Company.
- **Application** means the KwikMedi mobile application provided by the Company.
- **Company** refers to **Vishzon Pharmaceuticals Private Limited**, Unit No-708, 7th Floor, ILD Trade Centre, Sector 47, Gurugram, Haryana – 122018, India.
- **Country** refers to India.
- **Device** means any device capable of accessing the Service, such as a computer, mobile phone, or tablet.
- **Personal Data** means any information relating to an identified or identifiable individual.
- **Service** refers to the Application and related services.
- **Service Provider** means any third party that processes data on behalf of the Company.
- **Usage Data** refers to data collected automatically from use of the Service.
- **You** means the individual or legal entity using the Service.

2. Information We Collect

Personal Data

We may collect the following information when you use the Service:

- Email address
- First and last name
- Phone number
- Address, city, state, and postal code

Usage Data

Collected automatically and may include:

- IP address
- Device type, operating system, and browser type
- Pages visited, time spent, and diagnostic data

Information Collected via Mobile Application

With your permission, we may collect:

- Location data (for service availability and delivery)
- Contacts (only if required for specific features)
- Images or documents from your camera or photo library (e.g., prescriptions)

You can enable or disable these permissions at any time via your device settings.

3. Use of Your Personal Data

We use Personal Data to:

- Provide and maintain the Service
- Manage user accounts
- Process orders and transactions
- Communicate via email, phone, SMS, or push notifications
- Provide updates, offers, and service-related information
- Respond to user requests and support queries
- Improve our products, services, and user experience
- Comply with legal obligations

4. Sharing of Your Personal Data

We may share your information:

- With **Service Providers** for operations and analytics
- With **Affiliates** under the same privacy obligations
- With **business partners** for services or promotions
- During **business transfers** (merger, acquisition, restructuring)
- When required by **law or government authorities**
- With your **explicit consent**

5. Retention of Data

We retain Personal Data only as long as necessary to:

- Fulfill the purposes outlined in this Policy
- Comply with legal and regulatory requirements
- Resolve disputes and enforce agreements

Usage Data is generally retained for shorter durations unless required for security or legal compliance.

6. Transfer of Your Personal Data

Your data may be processed or stored outside your state or country.

We ensure adequate safeguards are in place to protect your data during such transfers.

By using the Service, you consent to such transfers.

7. Your Rights

You have the right to:

- Access, update, or delete your Personal Data
- Withdraw consent where applicable
- Request correction of inaccurate data

You may manage this through your account or by contacting us.

Certain data may be retained where legally required.

8. Disclosure of Personal Data

We may disclose data:

- To comply with legal obligations
- To protect Company rights and property
- To prevent fraud or misuse
- To ensure user and public safety

9. Security of Data

We implement reasonable technical and organizational safeguards to protect your data. However, no electronic transmission or storage method is completely secure.

10. Children's Privacy

Our Service is not intended for children under **13 years of age**.

We do not knowingly collect Personal Data from children.

If such data is identified, it will be promptly deleted.

11. Third-Party Links

Our Service may contain links to third-party websites.

We are not responsible for their privacy practices and encourage you to review their policies.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Material changes will be notified via the app, email, or prominent notice.

Continued use of the Service constitutes acceptance of the updated Policy.

13. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us:

 **Email:** support@kwikmedi.com