



Privacy Policy

Medusys

1st January 2022

2016-17 Copyright Reserved

You agree to the Medusys Terms of Use and Privacy Policy, and the use of cookies as described therein, and also consent to the collection, storage and processing of your information in India where your personal data will be subjected to Indian Law and where the level of data protection may be different than your country. Please read the Privacy Policy ("Policy", or "Privacy") carefully before using the <http://www.medusys.in> website and MEDUSYS mobile application (the "Service", "App", or "website") operated by Medusys ("us", "we", or "our").

The privacy practices of this statement apply to our services available under the domain and sub domains of the Site. By visiting this Site you agree to be bound by the terms and conditions of this privacy policy. If you do not agree, please do not use or access our site.

This privacy policy does not apply to sites maintained by other companies or organizations to which we link and we are not responsible for any personal information you submit to third parties via our website. Please ensure that you read the privacy policy of such other companies or organizations before submitting your details.

This privacy policy describes the information, as part of the normal operation of our services; we collect from you and what may happen to that information. This policy is inter alia formulated and displayed, to inform you about our information collection/retention policies and practices so that you can make an informed decision, in relation to the sharing of your personal information with us. By accepting the privacy policy and the user agreement or the use of the site in general, you give your consent to our use and disclosure of your personal information in accordance with this privacy policy. This Privacy Policy is incorporated into and subject to the terms of the User Agreement. This privacy policy is effective upon acceptance of access by you to the site

PRIVACY GUARANTEE

We agree that we will not sell or rent your personal information to third parties for their marketing purposes without your explicit consent. From time to time, we may reveal general statistical information about our Site and visitors, such as number of visitors, number and type of goods and services purchased, etc. Only those of our employees/technical liasons, who need access to your information in order to perform their duties, are allowed such access. Any employee who violates our privacy and/or security policies is subjected to disciplinary action, including possible termination and civil and/or criminal prosecution.

INFORMATION COLLECTION AND USE

The Personal Information is used for two general purposes: to process your order, and to provide you with the best possible services. Unless otherwise stated explicitly, this policy applies to personal information as disclosed on any of the media.

In furtherance of the confidentiality with which we treat Personal Information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. We use data collection devices such as "cookies" on certain pages of the Site to help and analyze our web page flow, measure promotional effectiveness, and promote trust and safety. "Cookies" are small files placed on your hard drive that assist us in providing our services. We offer certain features that are only available through the use of a "cookie". Cookies can also help us provide information that is targeted to your interests. Most cookies are "session cookies," which means that they are automatically deleted from your hard drive at the end of a session. You are always free to decline our cookies if your browser permits. Additionally, you may encounter "cookies" or other similar devices on certain pages of the Site that are placed by third

parties. For example, if you view a web page created by a user, there may be a "cookie" placed within that web page. We do not control the use of cookies by third parties.

You acknowledge that you are disclosing Personal Information voluntarily. We identify and use your IP address to help diagnose problems with our server, and to administer our Website. Your IP address is also used to help identify you and to gather broad demographic information.

Medusys respects your right to privacy. While you may use some of the functionality of the App without registration, use of the App and certain tools of the Site require registration. If you use our App/website without registering, we only collect information through the use of cookies, web beacons and navigational data collection. While we cannot directly identify the patient, in some jurisdictions, this information is still subject to applicable data protection laws and requires your consent to our cookies policy as described below.

INFORMATION PROTECTION

At Medusys, we take privacy very seriously since it is our responsibility to protect the privacy and security of your personal information.

1. We store member personal information behind layer of encryption in a secure digital environment that is continuously monitored and routinely tested by leading experts in security.
2. We restrict access to this environment using multiple safeguards such as dual factor authentication to ensure that only clinical professionals and administrative personnel can access information and only on an as-needed-basis.
3. Your privacy is protected under strict Company rules that prohibit the use or disclosure of member personal information in an improper manner or without proper authorization. These rules are set forth in our internal and Site privacy policies and actively monitored and enforced by our Chief Security Officer.
4. Every patient will be assigned with a UNIQUE IDENTIFICATION NUMBER (UIN) and will be identified by the said number only. We do not collect any information that directly identifies the patient. For example, we do not collect date of birth, or address. We do however collect the identifier so that researcher can re-identify the demographics for data quality control.

COLLECTING AND USING YOUR INFORMATION

Collecting and Using Patient Health Information (PHI) (Actively Provided Information) Whenever you submit information via our App/website, or otherwise in connection with your use of the App/website, including, but not limited to, by telephone or email with customer service, you consent to the collection and processing of Patient Health Information and geo-location data and other personal information you provide to us, our cookies policy, cross-border transfer of data, and the use of your data for marketing purposes, all in accordance with this Privacy Policy. Medusys respects your right to privacy. Please read this Privacy Policy for more information about collection, storage, use, processing, combination, deletion and disclosure of your Patient Health Information.

"User Information" means information that can be associated with a specific user. We collect information including your User login ID, Name of the association, Name of the Hospital.

“Patient Health Information” means information pertaining to the patients of the user. When you register or update your information on our Site or through our App/website, we collect Patient Health Information such as: Gender, Age, Schedule Date/Time of appointment, Weight, Hospital, & Geographical Location.

During registration or subsequently, you may choose to use certain features of the app/website that will allow you to input other Personal Information with respect to your patient’s health, such as Dosage, period of block, outcome of surgery, recovery time etc.

We may use the User Information (1) to identify your account for purposes of providing you with customer services and to respond to your requests, (2) to provide you the specific services you select (including the requested reminders), (3) to help diagnose problems with our servers, to make the Application more useful, for other internal purposes or to customize the Application and personalize its content for you; and (4) to send you texts, emails or other communications regarding general adherence information, Application maintenance, updates, or changes to this Privacy Policy or any other relevant agreements. Please note that we reserve the right to send you such service related communications without offering you the opportunity to opt out of receiving them unless you cancel your account.

Ensuring the accuracy and completeness of the User Information and Patient Health Information and any other information that you provide in connection with your use of the Application is important. Medusys cannot be held responsible for inaccurate incomplete information provided.

COOKIE POLICY

“WWW.MEDUSYS.IN” operates a strict privacy policy and we are committed to being transparent about how we use cookies on our website.

Why are cookies important?

Cookies help you make your online experience more efficient and relevant to your interests. For instance, they are used to remember your preferences on sites you visit often, to remember your user ID and the contents of your shopping baskets, and to help you navigate between pages efficiently.

What is a Cookie?

A cookie is a small file, or files on your computer, phone, or other device with a browser to save snippets of text for reference by the website you are visiting. All cookies have expiration dates in them that determine how long they stay in your browser:

- Session cookies - these are temporary cookies that expire (and are automatically erased) whenever you close your browser.
- Persistent cookies - these usually have an expiration date and so stay in your browser until they expire, or until you manually delete them. For example we use persistent cookies to better understand usage patterns so that we can improve the site for our customers.

Cookies are grouped into the following categories:

- Essential - these are cookies that are required for the regular operation of our websites.
- Functional - these remember your preferences, and are intended to make your experience on our websites better for you.

- Analytics – these cookies are used for performance measurement to understand things including how many people visit our websites, how they navigate our sites, and what content is popular. This allows us to improve your experience with us. Additionally, you can see how Google Analytics (one of our analytics tools) uses cookie information when you use our partners' sites by visiting www.google.com/policies/privacy/partners, or any other URL Google may provide from time to time
- Advertising - these cookies enable us and our advertising partners to serve you with relevant advertisements that we think will interest you. You might see these advertisements on our sites on other sites you visit. These cookies record your visit to our website and the content you interact with. They may be placed by us, or by advertising partners with our permission.

To ensure compliance with our policies, we restrict the use of third-party cookies to trusted partners. We also use third party information from third party sources to enable us deliver advertising. These sources are validated by Third party, and not by us.

DELETION OF COOKIES

To delete cookies from your browser, please note the following simple steps. The following steps are indicative for Google chrome and might vary of the different browsers that you may use. Please refer Settings on your browser for further details. To ensure compliance with our policies, we restrict the use of third-party cookies to trusted partners. You may also change other setting related to Privacy and Security under the same section.

AUTOMATIC DATA COLLECTION SITE:

When you download and install our App onto a mobile device, we assign a random number to your App installation. We do not use this number to identify you personally unless you choose to become a registered user of the App/website.

The App/website may automatically collect certain information about you when you use the App/website, such as the type of computing or mobile device you use, your device's IP address and/or unique device ID, your device's operating system, the language of your operating system and the Internet browser you are using. We collect such information in order to facilitate use and ensure technical functioning of the App/website, dynamically generate and deliver targeted content, statistically monitor usage of the App/website, and improve the overall quality of our users' experiences.

Data collected automatically on the Site or App/website may be used, for example, to help diagnose problems with our servers, to make Medusys more useful, to customize Medusys and personalize its content for you.

SHARING OF YOUR PATIENT HEALTH INFORMATION WITH THIRD PARTIES AND SERVICE PROVIDERS

Medusys respects your right to privacy. This privacy policy explains Medusys's policy regarding the collection, use, disclosure and protection of Patient Health Information. Please read it carefully.

We will not publish your Patient Health Information without your explicit consent. However, we might share your Patient Health Information, as is reasonably necessary, without your consent with: (1) our contractors or consultants who are bound by an obligation of confidentiality, provided that we will only share Patient Health Information to the extent necessary with such contractors or

consultants; and 2) affiliates of our company for the purposes of improving our marketing strategies, for research purposes and for entering into commercial contracts in order to provide our users with Medusys's services.

From time to time, we may also ask whether you would like us to share your Patient Health Information with another company that may want to send you information about their products or services. If you consent to such transfer by us of your Patient Health Information to another company, please note that the information provided will be subject to such company's privacy practices and shall not be within our control.

Sometimes we may provide limited access to your Patient Health Information to the extent necessary to our contractors and consultants, including vendors and suppliers that provide us with development services, technology, services, or content for the operation, development and maintenance of our Application or data and analysis on Application use. Such access is limited to the information reasonably necessary for the contractor or consultant to perform its services to us. We also require that such contractors and consultants agree to protect the privacy of your Patient Health Information and agree not to use or disclose the same for any purpose other than providing us with products and services and as required by law.

In addition we may share your personal data with third parties, such as law enforcement authorities, courts and tribunals, to respond to law enforcement requests or other legal requests or pursuant to a requirement imposed by law, order, judgment or decree.

We may also share your Patient Health Information and User Information with legal advisors, consultants, or courts in order to protect and defend our rights and property or those of Application users. We may also transfer your Patient Health Information in the event of a merger, acquisition or sale of all or a portion of our assets.

USE OF AGGREGATED DATA

We may analyze all information we receive and/or combine your Patient Health Information and information regarding your use of the App/website, with information from other users to create aggregated data that may be disclosed to and utilized by us, our affiliates and by third parties without restriction, on commercial terms that we can determine in our sole discretion for purposes of content marketing, for research purposes, in order to understand behaviour patterns and in order to increase adherence to medication regimens.

DISABLING THE SERVICE, ACCESS, CORRECTIONS AND DELETION

At any time, you can stop the collection of your information by uninstalling the App/website and refraining from using the Site. You may also request that your Patient Health Information be deleted from our active databases. We cannot restore information that we have deleted. You are responsible for backing up the data that you store on the App/website. We may retain any data in non-identified form, subject to applicable law.

You may contact us as specified below under "How to Contact Us" to access information that we keep about you or update or correct such information or ask for its deletion. We will retain your information for as long as you continue to use our App/website and for a reasonable period of time afterwards.

LINKS TO OTHER WEBSITES OR APPS

Our Application may link to or refer to websites or mobile device applications that we do not control. Any Personal Information you provide on the linked pages is provided directly to this third party and is subject to this third party's provider's privacy policy. This Privacy Policy does not apply to such other websites or applications, and we are not responsible for the privacy practices or content of any website or application not controlled by us. If you have any concerns, we urge you to review the terms of those other websites or applications for more information about their applicable policies.

SECURITY

We take reasonable steps to protect Patient Health Information as you transmit it to us and to protect such information from loss, misuse and unauthorized access, disclosure, alteration or destruction. However, you should keep in mind that no Internet transmission is ever completely secure or error-free.

If you use and/or access the Application on or from an Android device which you or someone else rooted or on or from an iOS device which you or someone else jail break, Medusys shall not be responsible for the security of your data, including your Patient Health Information, and you shall bear all responsibility for any breach, illegal access, loss and/or corruption of such data.

CHANGES TO PRIVACY POLICY

From time to time we may need to change this Privacy Policy. You will be informed of such change in advance, and you will always have the possibility to stop using the service as explained above.

HOW TO CONTACT US

If you have any questions, comments, requests, or concerns related to this Privacy Policy or the privacy practices for our Application, please contact us at contact@medusys.in