

All Is Well Multispecialty Hospital, Burhanpur (AIW)

All Is Well Multispecialty Hospital, Burhanpur (hereinafter referred to as "AIW") is committed to safeguarding the privacy of individuals who provide information or data to AIW. The protection of personal information is of paramount importance to us, and we strive to ensure compliance with applicable laws and regulations, including but not limited to:

- The Information Technology Act, 2000 – Section 43A
- The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011

This Privacy Policy (hereinafter referred to as "Policy") governs the collection, storage, processing, disclosure, and transfer of personal information (as defined below) provided by individuals (hereinafter referred to as "Users") when accessing or using AIW's website located at <https://alliswellhospital.com> (hereinafter referred to as the "Website") and availing services offered therein (hereinafter referred to as "Services").

The terms "You" or "Your" refer to Users (registered or unregistered) of the Website and/or Services, and the terms "We," "Us," and "Our" refer to AIW.

1. ACCESS

AIW may collect personal information directly from Users, from third parties, or automatically through the Website. Such personal information includes but is not limited to details about the device used, login time, IP address, and other information as outlined in Clause 5 of this Policy.

Users may access the personal information shared with AIW by contacting Us at frontdesk@alliswellhospital.com. Additionally, Users may choose to share, modify, or rectify their personal information by communicating with Us.

2. CONSENT

By opting in on the Website, providing personal information, availing services, or using the Website, You consent to the collection, storage, processing, disclosure, and transfer of Your personal information in accordance with this Policy.

You affirm that the information is provided voluntarily and with a clear understanding of its intended use. You also acknowledge that such consent is granted without causing wrongful loss or harm, provided that AIW adheres to this Policy. AIW shall not be liable for any loss arising from the provision of incorrect or inaccurate information by You.

AIW will not share personal information outside of its organization without explicit consent, particularly for sensitive personal information.

3. CONTROL OVER PERSONAL INFORMATION

Users retain the right to withdraw consent at any time by submitting a written request via email to frontdesk@alliswellhospital.com. Upon withdrawal, AIW may cease to provide certain services or restrict Website access. Users may also request rectification of their personal information by contacting the front desk.

4. CHANGES TO THE PRIVACY POLICY

AIW reserves the right to amend this Policy periodically. Any changes will be communicated with the date of the latest revision clearly indicated. In cases of significant amendments, prominent notice (e.g., via email) may be provided.

5. PERSONAL INFORMATION COLLECTED

The types of personal information collected by AIW include but are not limited to:

- Name (Patient/Caregiver/Doctor/Health Care Professional)
- Birth date/age
- Gender
- Address (including country and postal code)
- Phone and email contact details
- Physical, physiological, and mental health conditions
- Medical records and history
- Financial details (e.g., for payments)
- Login credentials
- User registration data
- Interaction records with AIW representatives
- Website usage details
- Biometrics and genetic data
- Transgender or intersex status
- Caste or tribe
- Religious or political affiliations
- Sexual orientation

6. METHODS OF COLLECTION

AIW may collect personal information through the following methods:

- Patient registration forms
- Details provided to AIW representatives or healthcare professionals
- User registration on the Website
- Use of Website features
- Access provided to third-party websites
- Cookies, as detailed in Clause 9

7. USE OF PERSONAL INFORMATION

AIW may use personal information for the following purposes:

- To deliver effective services and improve the Website
- To conduct studies, research, and analysis
- To customize content to user preferences
- To contact Users via phone, SMS, WhatsApp, or email for appointments, technical issues, and promotional purposes
- To advertise AIW's services or those of third parties
- To transfer information as part of mergers or acquisitions
- To fulfil obligations under agreements
- To respond to legal processes or prevent unlawful activities
- To aggregate data for research or business purposes

8. SHARING AND TRANSFER OF INFORMATION

AIW may use cookies to enhance User experience. Users may configure their browsers to block cookies; however, this may restrict certain Website features. AIW does not control third-party cookies or external site content and encourages Users to review the privacy policies of such sites.

9. USE OF COOKIES

AIW may use cookies to enhance User experience. Users may configure their browsers to block cookies; however, this may restrict certain Website features. AIW does not control third-party cookies or external site content and encourages Users to review the privacy policies of such sites.

10. SECURITY MEASURES

AIW implements reasonable security practices, including encryption and role-based access, to protect personal information. While efforts are made to ensure security, absolute protection cannot be guaranteed due to the inherent risks of internet-based interactions.

11. THIRD-PARTY REFERENCES AND LINKS

AIW's Website may reference or include links to third-party websites. AIW is not responsible for the content, privacy policies, or practices of such external sites.

12. RECTIFICATION OF INFORMATION

Users may request updates or corrections to their personal information by contacting the authorities of AIW. Reasonable efforts will be made to incorporate such changes within a reasonable timeframe.

13. COMPLIANCE WITH LAWS

Use of the Website is subject to compliance with applicable laws. Any non-conformity with this Policy may result in restricted access or termination of services.

14. RETENTION OF PERSONAL INFORMATION

AIW shall retain personal information for a minimum of three years from the last use of services or as required by applicable law.

15. GRIEVANCE

In case of any concerns or grievances, users may reach out to our front desk or submit their concerns in writing at frontdesk@alliswellhospital.com

16. GOVERNING LAW AND JURISDICTION

This Policy is governed by the laws of India. Any disputes arising out of this Policy shall be subject to the exclusive jurisdiction of the courts in Burhanpur, India.