[www.healthonthego.in](http://www.healthonthego.in/" \t "_blank) ("**Website**") is a web based portal owned and operated by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ("**Healthonthego**"), a company duly incorporated under the provisions of the Companies Act, 1956. HealthOnTheGo.in is a platform where users can request home delivery of pharmacy products or home collection of test samples for laboratories. This portal is a link between customers and chemists/laboratories, only to provide customers to chemists/laboratories and is not involved in selling or purchasing any product. This Portal is not liable to any mistakes made by the above mentioned licensed service providers.

**Pharmacy at your doorstep**

-The Pharmacy at your doorstep service, is going to tie up with pharmacy's in different areas and user requests from a particular area will be directed to the corresponding pharmacy in that area. This portal assures the user – that concerned Pharmacy shall complete user’s request in around 2 hours from the time of the request posted on portal.  Subject to complete information placed by the user / visitors.

All the Pharmacies associated with this Portal are bound to abide by all the rules & regulations, and strict terms & Conditions set by the FDA.

Online purchase of pharmaceutical products and Laboratories services are offered by various Pharmacists / Chemists / Medical Shops & Laboratories service providers ("**Sellers**") (collectively the "**Services**"). The Services are offered to the Users through our portal, and available functions on the said Portal, which shall include Placement of order, Prescriptions. These terms and conditions of use ("**Terms of Use**") of the Website between HealthOnTheGo and the users/ Chemists / Pharmacist as user of the Website ("**You**" or "**Your**" or "**Yourself**" or "**User**") describe the terms on which HealthOnTheGo offers You access to the Website and the Services through the Website.

**CUSTOMER DATA: For providing its Services,** HealthOnTheGo **will host data and information.** HealthOnTheGo  **will not review, share, distribute, or reference any such User data except as provided in the Terms of Use, or as may be required by law. Individual records of User data may be viewed or accessed only for the purpose of resolving a problem, support issues, or suspected violation of the Terms of Use, or as may be required by law. We would take all reasonable precautions for maintaining confidentiality of data.**

HealthOnTheGo can be reached, for all questions and directions related to this privacy policy, by:

a. Sending a letter marked to the attention of Customer Care, HealthOnTheGo to \_\_\_\_\_ name of comp \_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_address of comp.\_\_\_\_\_\_\_\_\_\_\_\_, India; or

b.    Sending an email to info@healthonthego.in

1.2.       **Why this privacy policy?**

i.               This privacy policy is published in compliance of:

a.             Section 43A of the Information Technology Act, 2000;

b.             Regulation 4 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011 (the "**SPI Rules**"); and

c.             Regulation 3(1) of the Information Technology (Intermediaries Guidelines) Rules, 2011.

ii.             This privacy policy states the following:

The type of information collected from the visitors of the Website and the Users, including sensitive personal data or information;

b.             The purpose, means and modes of usage of such information; and

c.             How and to whom HealthOnTheGo will disclose such information.

1.3.       **What is personal information?**

i.               "Personal information" is defined under the SPI Rules to mean any information that relates to a natural person, which, either directly or indirectly, in combination with other information available or likely to be available with a body corporate, is capable of identifying such person.

ii.            The SPI Rules further define "sensitive personal data or information" of a person to mean personal information about that person relating to:

a.            passwords;

b.            financial information such as bank accounts, credit and debit card details or other payment instrument details;

c.             physical, physiological and mental health condition;

d.             sexual orientation;

e.             medical records and history;

f.              biometric information;

g.             information received by body corporate under lawful contract or otherwise;

h.             visitor details as provided at the time of registration or thereafter; and

i.              call data records.

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

**2.**             **Privacy Statements**

2.1.       **All Visitors and Users Note:**

i.             This section applies to all visitors and the Users.

ii.            Accordingly, a condition of each User's use of and access to the Website and to the other services provided by HealthOnTheGo to Users is their acceptance of the Terms of Use located at Part B below, which also involves acceptance of the terms of this privacy policy. Any User that does not agree with any provisions of the same is required to leave the Website immediately.

iii.           A User may have limited access to the Website and utilize some of the Services provided by HealthOnTheGo without creating an account on the Website. Unregistered Users can access some of the information and details available on the Website. In order to have access to all the features and benefits on our Website, a User may be required to first create an account on our Website. To create an account a User is required to provide the following information, which such User recognizes and expressly acknowledges is personal information allowing others, including HealthOnTheGo, to identify the User: name, User ID, email address, country, ZIP/postal code, age, phone number, password chosen by the User and valid financial account information. Other information requested on the registration page, including the ability to receive promotional offers from HealthOnTheGo is optional. HealthOnTheGo may, in future, include other optional requests for information from the User to help HealthOnTheGo customize the Website to deliver personalized information to the User. Without User's agreement, HealthOnTheGo will not share, rent or sell any personal information with third parties in any way other than what is disclosed in this privacy policy.

iv.           All the information provided to HealthOnTheGo by a User, including sensitive personal information, is voluntary. User has the right to withdraw his/her/its consent at any time, in accordance with the terms of this privacy policy and the Terms of Use, but please note that withdrawal of consent will not be retroactive.

v.             User can access, modify, correct and eliminate the data about him/her/it which has been collected pursuant to his/her/its decision to become a User. If User updates any of his/her/its information, HealthOnTheGo may keep a copy of the information which User originally provided to HealthOnTheGo in its archives for uses documented herein. HealthOnTheGo takes User's rights seriously and encourages User to use them if User deems this to be appropriate. User may exercise these rights by emailing HealthOnTheGo at info@healthonthego.in.

vi.           Due to the communications standards on the Internet, when a User visits the Website, HealthOnTheGo automatically receive the URL of the site from which such User came and the site to which such User is going when he/she/it leaves. HealthOnTheGo also receives the Internet Protocol (IP) address of each User's computer (or the proxy server a User used to access the World Wide Web), User's computer operating system and type of web browser the User is using, email patterns, as well as the name of User's ISP. This information is used to analyze overall trends to help HealthOnTheGo improve its Service. The linkage between User's IP address and User's personally identifiable information is not shared with third-parties without such User's permission or except when required by law. Notwithstanding the above, HealthOnTheGo may share some of the aggregate findings (not the specific data) with advertisers, sponsors, investors, strategic partners, Chemists and others in order to help grow its business.

vii.         The Website uses temporary cookies to store certain data (that is not sensitive personal data or information) that is used by HealthOnTheGo and its service providers for the technical administration of the Website, research and development, and for User administration. In the course of serving advertisements or optimizing services to its Users, HealthOnTheGo may allow authorized third parties to place or recognize a unique cookie on the User's browser. HealthOnTheGo does not store personally identifiable information in the cookies.

viii.        HealthOnTheGo may keep records of visitors and assessors of portal and made for making inquiries, orders or other purposes for the purpose of administration of Services, research and development and for User administration.

ix.           HealthOnTheGo allows other companies, to serve advertisements to the Users. These companies include third party ad servers, ad agencies, ad technology vendors and research firms. HealthOnTheGo may "target" some ads to User that fit a certain general profile. HealthOnTheGo does NOT use personally identifiable information to target ads.

x.             This privacy policy applies to web sites and services that are owned and operated by HealthOnTheGo. HealthOnTheGo does not exercise control over the sites displayed as search results or links from within its Services. These other sites may place their own cookies or other files on the Users' computer, collect data or solicit personal information from the Users, for which HealthOnTheGo is not responsible or liable. Accordingly, HealthOnTheGo does not make any representations concerning the privacy practices or policies of such third parties or terms of use of such websites, nor does HealthOnTheGo guarantee the accuracy, integrity, or quality of the information, data, text, software, sound, photographs, graphics, videos, messages or other materials available on such websites. The inclusion or exclusion does not imply any endorsement by HealthOnTheGo of the website, the website's provider, or the information on the website. HealthOnTheGo encourages the User to read the privacy policies of that website.

xi.           The Website may enable User to communicate with other Users or to post information to be accessed by others, whereupon other Users may collect such data. HealthOnTheGo hereby expressly disclaims any liability for any misuse of such information that is made available by visitors in such a manner.

xii.         HealthOnTheGo does not collect information about the visitors of the Website from other sources, such as public records or bodies, or private organisations, save and except for the purposes of registration of the Users (the collection, storage and disclosure of which each User must agree to under the terms of use in order for HealthOnTheGo to effectively render the Services).

xiii.       HealthOnTheGo does not knowingly collect personal data from children.

xiv.       HealthOnTheGo has implemented Indian legal industry standard security policies, rules and technical measures to protect the personal data that it has under its control from unauthorised access, improper use or disclosure, unauthorised modification and unlawful destruction or accidental loss.

xv.         HealthOnTheGo will not disclose any personal information or data to governmental institutions or authorities unless such disclosure is requisitioned under any Indian law or judicial decree or when HealthOnTheGo, in its sole discretion, deems it necessary in order to protect its rights or the rights of others, to prevent harm to persons or property, to fight fraud and credit risk, or to enforce or apply our terms of use.

xvi.        HealthOnTheGo addresses any discrepancies and grievances of all Users with respect to processing of information in a time bound manner. For this purpose,HealthOnTheGo has designated a Grievance Officer, who will redress the grievances of the Users expeditiously but within \_\_\_\_\_\_\_\_\_\_\_\_ from the date of receipt of grievance, and who can be reached by:

a.            Sending a letter marked to the attention of Grievance Officer, HealthOnTheGo to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, India; or

b.             Sending an email to \_\_\_\_\_\_\_\_\_\_\_\_

2.2.       **Casual Visitors Note**:

i.               No sensitive personal data or information is automatically collected by HealthOnTheGo from any casual visitors of this website, who are merely perusing the site.

ii.             Nevertheless, certain provisions of this privacy policy are applicable to even such casual visitors, and such casual visitors are also required to read and understand the privacy statements set out herein, failing which they are required to leave this Website immediately.

iii.           **If you, as a casual visitor, have inadvertently browsed any other pages of this Website prior to reading the privacy statements set out herein**, and you do not agree with the manner in which such information is obtained, stored or used, merely quitting this browser application should ordinarily clear all temporary cookies installed by HealthOnTheGo. All visitors, however, encouraged to use the "clear cookies" functionality of their browsers to ensure such clearing / deletion, as HealthOnTheGo cannot guarantee, predict or provide for the behaviour of the equipment of all the visitors of the Website.

iv.           **You are not a casual visitor if**you have willingly submitted any personal data or information to HealthOnTheGo through any means, including email, post or through the registration procession the Website. All such visitors will be deemed to be, and will be treated as, Users for the purposes of this privacy policy, and in which case, all the statements in this privacy policy apply to such persons.

2.3.       **Users Note:**

i.             As part of the registration/application creation and submission process that is available to Users on this website, certain information, including sensitive personal data or information is collected from the Users.

ii.             All the statements in this privacy policy apply to all Users, and all Users are therefore required to read and understand the privacy statements set out herein prior to submitting any sensitive personal data or information to HealthOnTheGo, failing which they are required to leave this Website immediately.

iii.           **If you have inadvertently submitted any such information to HealthOnTheGo prior to reading the privacy statements set out herein**, and you do not agree with the manner in which such information is collected, stored or used, then you may access, modify and delete all information stored about You byHealthOnTheGo by clicking on the "Edit Profile" link on the navigation bar of the Website. In addition, any User can ask HealthOnTheGo, by sending an email to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ whether HealthOnTheGo is keeping personal data about him/her, and every User is also entitled to require HealthOnTheGo to delete and destroy all such information relating to him/her (but not other Users) in its possession.

iv.           Users' personally identifiable information they choose to provide on the Website is used to help the Users describe / identify themselves. Other information that does not personally identify the Users as an individual, is collected by HealthOnTheGo from Users (such as, patterns of utilization described above) and is exclusively owned by HealthOnTheGo. HealthOnTheGo may also use such information in an aggregated or non-personally identifiable form for research, statistical analysis and business intelligence purposes, and may sell or otherwise transfer such research, statistical or intelligence data in an aggregated or non-personally identifiable form to third parties and affiliates. If HealthOnTheGo wishes to use any User's personal data for a new purpose, it will seek such User's permission before doing so.

v.             HealthOnTheGo will communicate with the Users through email and notices posted on the Website or through other means available through the service, including text and other forms of messaging. The Users can change their e-mail and contact preferences at any time by logging into their "Account" at www.HealthOnTheGo.com and changing the account settings.

vi.           At times, HealthOnTheGo conducts a User survey to collect information about Users' preferences. These surveys are optional and if Users choose to respond, their responses will be kept anonymous. Similarly, HealthOnTheGo may offer contests to qualifying Users in which we ask for contact and demographic information such as name, email address and mailing address. None of this information is shared with third parties, except in summary form, if at all. The demographic information that HealthOnTheGo collects in the registration process and through surveys is used to help HealthOnTheGo improve its Services to meet the needs and preferences of Users. This may include targeting advertising to Users about our Services. Information we gather through a contest may also be disclosed to third parties, as necessary, for prize fulfillment and other aspects of any contest or similar offering.

vii.         All HealthOnTheGo employees and data processors, who have access to, and are associated with the processing of sensitive personal data or information, are obliged to respect the confidentiality of every User's sensitive personal data and information.

viii.        HealthOnTheGo may also disclose or transfer User's personal and other information a User provides, to another third party as part of reorganization or a sale of the assets of a HealthOnTheGo corporation division or company. Any third party to which HealthOnTheGo transfers or sells its assets will have the right to continue to use the personal and other information that a User provide to us.

ix.           To the extent necessary to provide Users with the services on the Website, HealthOnTheGo may provide their Personal Information to third party contractors who work on behalf of or with HealthOnTheGo to provide Users with such services, to help HealthOnTheGo communicate with Users or to maintain the Website. Generally these contractors do not have any independent right to share this information, however certain contractors who provide services on the Website, including the providers of online communications services, will have rights to use and disclose the personal information collected in connection with the provision of these services in accordance with their own privacy policies.