

## **Privacy Policy – Medola**

Last updated: 16/06/2025

Greenmetrix i-Tech Private Limited (“Company”, “we”, “our”, or “us”), operating the brand Medola, is committed to safeguarding the privacy of users (“you”, “your”) who access our platform and use our services. This Privacy Policy outlines how we collect, use, store, and disclose your personal information.

### **1. Information We Collect**

We collect the following types of information:

- Personal details: name, age, gender, contact details
- Medical information: health records, prescriptions, diagnostic data
- Payment information: billing address, transaction details
- Technical data: IP address, device details, usage logs

### **2. How We Use Your Information**

We use your information to:

- Provide and improve our services
- Schedule and deliver diagnostic or consultation services
- Maintain your health records
- Communicate important service-related updates
- Comply with legal obligations

### **3. Sharing of Information**

We may share your data with:

- Diagnostic labs or healthcare professionals involved in your care
- Technology and logistics partners assisting in service delivery
- Regulatory or legal authorities when required by law

We do not sell your personal data to any third parties.

### **4. Data Security**

We use appropriate technical and organizational measures to protect your data from unauthorized access, disclosure, or destruction. Access to your data is limited to authorized personnel only.

### **5. Data Retention**

We retain your information for as long as necessary to provide services to you and to comply with legal and regulatory requirements.

## **6. Cookies and Tracking Technologies**

Our platform may use cookies or similar technologies to enhance your user experience. You can configure your browser settings to reject cookies.

## **7. Your Rights**

You have the right to:

- Access your personal data
- Request correction or deletion of your data
- Withdraw consent at any time
- Object to certain data uses

To exercise these rights, contact us at : [greenmetrixitech@gmail.com](mailto:greenmetrixitech@gmail.com)

## **8. Children's Privacy**

We do not knowingly collect personal data from individuals under the age of 18 without parental consent. If you believe a minor has provided us with personal information, please contact us.

## **9. Changes to This Policy**

We reserve the right to update this policy from time to time. We encourage you to review it periodically. Continued use of our services constitutes your acceptance of any changes.

## **10. Contact Us**

If you have any questions, concerns, or complaints regarding this Privacy Policy, please contact:

Greenmetrix i-Tech Private Limited

Email: [greenmetrixitech@gmail.com](mailto:greenmetrixitech@gmail.com)

Phone 7066547411]

Address: 406-407 Nisham Urbania, Mahatma Nagar Nashik -422005