

Dantalaya Oral Care Private Limited (hereafter referred to as Dantalaya) is the author and publisher of the internet resource [www.dantalaya.com](http://www.dantalaya.com) and the mobile application 'Dantalaya' (together, "Website"). Dantalaya owns and operates the services provided through the Website.

## 1 TERMS OF USE :

Please carefully go through these terms and conditions ("Terms") and the privacy policy available at [www.dantalaya.com](http://www.dantalaya.com) before you decide to access the Website or avail the services made available on the Website by Dantalaya. These Terms and the Privacy Policy together constitute a legal agreement("Agreement") between you and Dantalaya in connection with your visit to the Website and your use of the Services.

The Agreement applies to you whether you are -

A Dental practitioner, Dental House surgeons or dental lab proprietors (whether an individual professional or an organization) or similar institution wishing to be listed, or already listed, on the Website, including designated, authorized associates of such practitioners or institutions ("Practitioner(s)", "you" or "User"); or

A patient, his/her representatives or affiliates, searching for Dental Practitioners through the Website("End-User", "you" or "User"); or

Otherwise a user of the Website ("you" or "User").

This Agreement applies to those services made available by Dantalaya on the Website, which are offered to the Users ("Services"), including the following:

For Dental Practitioners: Listing of Dental Practitioners and their profiles and contact details, to be made available to the other Users and visitors to the Website:

For other Users: Facility to (i) create and maintain 'Dental Accounts', (ii) search for Dental Practitioners by name, specialty, and geographical area and (iii) to make appointments with Dental Practitioners.

The Services may change from time to time, at the sole discretion of Dantalaya , and the Agreement will apply to your visit to and your use of the Website to avail the Service, as well as to all information provided by you on the Website at any given point in time.

This Agreement defines the terms and conditions under which you are allowed to use the Website and describes the manner in which we shall treat your account while you are registered as a member with us. If you have any questions about any part of the Agreement, feel free to contact us at [info@dantalaya.com](mailto:info@dantalaya.com).

By downloading or accessing the Website to use the Services, you irrevocably accept all the conditions stipulated in this Agreement, the Subscription Terms of Service and Privacy Policy, as available on the Website, and agree to abide by them. This Agreement supersedes all previous oral and written terms and conditions (if any) communicated to you relating to your use of the Website to avail the Services. By availing any Service, you signify your acceptance of the terms of this Agreement.

Dantalaya reserves the right to modify or terminate any portion of the Agreement for any reason and at any time, and such modifications shall be informed to you in writing. You should read the Agreement at regular intervals. Your use of the Website following any such modification constitutes your agreement to follow and be bound by the Agreement so modified.

You acknowledge that you will be bound by this Agreement for availing any of the Services offered by us. If you do not agree with any part of the Agreement, please do not use the Website or avail any Services.

Your access to use of the Website and the Services will be solely at the discretion of Dantalaya.

The Agreement is published in compliance of, and is governed by the provisions of Indian law, including but not limited to:

the Indian Contract Act, 1872,

the (Indian) Information Technology Act, 2000, and

the rules, regulations, guidelines and clarifications framed there under, including the (Indian) Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011 (the “SPI Rules”), and the (Indian) Information Technology (Intermediaries Guidelines) Rules, 2011 (the “IG Rules”).

## 2.CONDITIONS OF USE

You must be 18 years of age or older to register, use the Services, or visit or use the Website in any manner. By registering, visiting and using the Website or accepting this Agreement, you represent and warrant to Dantalaya that you are 18 years of age or older, and that you have the right, authority and capacity to use the Website and the Services available through the Website, and agree to abide by this Agreement.

## 3.TERMS OF USE APPLICABLE TO ALL USERS OTHER THAN DENTAL PRACTITIONERS:

The terms in this Clause 3 are applicable only to Users other than Dental Practitioners.

### 3.1. END-USER ACCOUNT AND DATA PRIVACY

3.1.1. The terms “personal information” and “sensitive personal data or information” are defined under the SPI Rules, and are reproduced in the Privacy Policy.

3.1.2. Dantalaya may by its Services, collect information relating to the devices through which you access the Website, and anonymous data of your usage. The collected information will be used only for improving the quality of Dantalaya’s services and to build new services.

3.1.3. The Website allows Dantalaya to have access to registered Users’ personal email or phone number, for communication purpose so as to provide you a better way of booking appointments and for obtaining feedback in relation to the Dentists and their practice.

3.1.4. The Privacy Policy sets out, inter-alia:

The type of information collected from Users, including sensitive personal data or information;

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

How and to whom Dantalaya will disclose such information; and,

Other information mandated by the SPI Rules.

3.1.5. The User is expected to read and understand the Privacy Policy, so as to ensure that he or she has the knowledge of, inter-alia:

the fact that certain information is being collected;

the purpose for which the information is being collected;

the intended recipients of the information;

the nature of collection and retention of the information; and

the name and address of the agency that is collecting the information and the agency that will retain the information; and

the various rights available to such Users in respect of such information.

3.1.6. Dantalaya shall not be responsible in any manner for the authenticity of the personal information or sensitive personal data or information supplied by the User to Dantalaya or to any other person acting on behalf of Dantalaya .

3.1.7. The User is responsible for maintaining the confidentiality of the User's account access information and password, if the User is registered on the Website. The User shall be responsible for all usage of the User's account and password, whether or not authorized by the User. The User shall immediately notify Dantalaya of any actual or suspected unauthorized use of the User's account or password. Although Dantalaya will not be liable for your losses caused by any unauthorized use of your account, you may be liable for the losses of Dantalaya or such other parties as the case may be, due to any unauthorized use of your account.

3.1.8. If a User provides any information that is untrue, inaccurate, not current or incomplete or Dantalaya has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, Dantalaya has the right to discontinue the Services to the User at its sole discretion.

3.1.9. Dantalaya may use such information collected from the Users from time to time for the purposes of debugging customer support related issues.

3.1.10. Against every Dentists listed in Dantalaya.com you may see a 'profile ' option. You can view the Dentists contact details and working hours. This facility provided to you by Dantalaya should be used only for appointment and booking purposes, and not for consultation on health-related issues. Dantalaya accepts no liability if the call facility is not used in accordance with the foregoing.

### 3.2. RELEVANCE RANKING :

Dantalaya's relevance ranking for the Dentists is a fully automated system that lists the Dentists profile and information regarding their Practice on its Website. These listings of Dentists do not represent any fixed objective ranking or endorsement by Dantalaya . Dantalaya will not be liable for any change in the relevance of the Dentists on search results, which may take place from time to time. The listing of Practitioners will be based on automated computation of the various factors including inputs made by the Users including their comments and feedback. Such factors may change. Dantalaya in no event will be held responsible for the accuracy and the relevancy of the listing order of the Dentists on the Website.

### 3.3. CONTENT AND DISSEMINATING INFORMATION:

3.3.1. Dantalaya collects, directly or indirectly, and displays on the Website, relevant information regarding the profile and practice of the Dentists listed on the Website, such as their specialization, qualification, location and visiting hours. Dantalaya takes reasonable efforts to ensure that such information is updated at frequent intervals. Although Dantalaya screens and vets the information and photos submitted by the Dentists, it cannot be held liable for any inaccuracies or incompleteness represented from it, despite such reasonable efforts.

3.3.2. The Services provided by Dantalaya are provided on an "as is" and "as available" basis, and without any warranties or conditions (express or implied, including the implied warranties of merchantability, accuracy, fitness for a particular purpose, title and non-infringement, arising by statute or otherwise in law or from a course of dealing or usage or trade). Dantalaya does not provide or make any representation, warranty or guarantee, express or implied about the Website or the Services. Dantalaya does not guarantee the accuracy or completeness of any content or information provided by Users on the Website. To the fullest extent permitted by law, Dantalaya disclaims all liability arising out of the User's use or reliance upon the Website, the Services, representations and warranties made by other Users, the content or information provided by the Users on the Website.

3.3.3. The Website may be linked to the website of third parties, affiliates and business partners. Dantalaya has no control over, and not liable or responsible for content, accuracy, validity, reliability, quality of such websites or made available by/through our Website. Inclusion of any link on the Website does not imply that Dantalaya endorses the linked site. User may use the links and these services at User's own risk.

3.3.4. Dantalaya assumes no responsibility, and shall not be liable for, any damages to, or viruses that may infect User's equipment on account of User's access to, use of, or browsing the Website or the downloading of any material, data, text, images, video content, or audio content from the Website. If a User is dissatisfied with the Website, User's sole remedy is to discontinue using the Website.

3.3.5. If Dantalaya determines that you have provided fraudulent, inaccurate, or incomplete information, including through feedback, Dantalaya reserves the right to immediately suspend your access to the Website or any of your accounts with Dantalaya and makes such declaration on the website alongside your name/your clinic's name as determined by Dantalaya for the protection of its business and in the interests of Users. You shall be liable to indemnify Dantalaya for any losses incurred as a result of your misrepresentations or fraudulent feedback that has adversely affected Dantalaya or its Users.

### 3.4. BOOK APPOINTMENT:

Dantalaya enables Users to connect with Dentists through a Book facility that allows Users book an appointment through the Website; b) Bookings will be confirmed via email or sms.

3.4.1. Dantalaya will ensure Users are provided confirmed appointment on the Book facility. However, Dantalaya has no liability if such an appointment is later cancelled by the Dentist or the same Dentists is not available for appointment.

3.4.2. If a User has utilized the message services, Dantalaya reserves the right to share the information provided by the User with the Dentist and store such information of the User with the Dentis, in accordance with our Privacy Policy.

3.4.3. The results of any search Users perform on the Website for Dentists should not be construed as an endorsement by Dantalaya of any such particular Dental surgeon. If the User decides to engage with a Dentist to seek dental services, the User shall be doing so at his/her own risk.

3.4.4. Without prejudice to the generality of the above, Dantalaya is not involved in providing any healthcare advice or diagnosis and hence is not responsible for any interactions between User and the Dental Practitioner. User understands and agrees that Dantalaya will not be liable for:

User interactions and associated issues User has with the Dental Practitioner;

the ability or intent of the Dental Practitioner(s) or the lack of it, in fulfilling their obligations towards Users;

any wrong medication or quality of treatment being given by the Dental Practitioner(s), or any negligence on part of the Dental Practitioner(s);

inappropriate treatment, or similar difficulties or any type of inconvenience suffered by the User due to a failure on the part of the Dental Practitioner to provide agreed Services;

any misconduct or inappropriate behaviour by the Dentist or the Dentist's staff;

cancellation or no show by the Dentist or rescheduling of booked appointment or any variation in the fees charged, provided these have been addressed to Dantalaya.

3.4.5. Users are allowed to provide feedback about their experiences with the Dentists , however, the User shall ensure that, the same is provided in accordance with applicable law. User however understands that, Dantalaya shall not be obliged to act in such manner as may be required to give effect to the content of Users feedback, such as suggestions for delisting of a particular Dentist from the Website.

3.4.6. In case of a 'Patient-No-Show (P.N.S)' (defined below), where the User does not show-up at the concerned Practitioner's clinic:

User's account will be temporarily disabled from booking further online appointments on Dantalaya.com.

Patient- No-Show (P.N.S) for the purposes of these Terms and Conditions, is defined as, any instance where a User, who booked an appointment on the Website using the Book

Appointment facility , has not turned up for the appointment without cancelling, rescheduling, or informing the Dentist in advance about the same. When the Dental Practitioner informs Dantalaya of the incident or marks a particular appointment as P.N.S. using the website or Dantalaya App within five (5) days of the scheduled appointment, an email and SMS will be sent to the User to confirm on the incident with reasons. Where the User is not able to establish that the User had a legitimate reason as per Clause 3.4.6(c), for not showing up, Dantalaya shall be entitled to take actions as under Clause 3.4.6 (a). However Users understand that, actions such as ones mentioned under Clause 3.4.6(a) are included as a deterrent to stop Users from misusing the Website, and the loss of business hours incurred by the Dental Practitioner.

Following instances, solely at the discretion of Dantalaya , would be construed as valid cases of PNS ("Valid PNS"), in which case the User shall be penalized as per Clause 3.4.6 (a):

User does not reply within seven (7) days, with reasons to PNS Communication, from the date of receipt of such PNS Communication;

In case User responds to the PNS Communication with below reasons:

Forgot the appointment

Chose to visit another Dental Practitioner/consulted online;

Busy with other work; or such other reasons (which Dantalaya at its discretion decides to be a valid reason to not show up).

Where the User has booked an appointment and is unable to visit the Dentist, due to such genuine reasons of sickness etc. at the sole discretion of Dantalaya, pursuant to conducting of investigation, the User shall be provided with a refund of such payment made by User, at the time of booking. However, where cancellation charges have been levied, you would not be entitled to complete refund.

Dantalaya reserves the right to make the final decision in case of a conflict.

### 3.4.7. Cancellation and Refund Policy:

In the event that, the Dental Practitioner with whom User has booked an appointment via the Website, has not been able to meet the User, User will need to write to us at [info@dantalaya.com](mailto:info@dantalaya.com) within five (5) days from the occurrence of such event; in which case, the entire consultation amount as mentioned on the Website will be refunded to the User within the next five (5) to six (6) business days in the original mode of payment done by the User while booking. In case where the User, does not show up for the appointment booked with a Dental Practitioner, without cancelling the appointment beforehand, the amount will not be refunded, and treated as under Clause 3.4.6. However, where cancellation charges have been levied (as charged by the Dental Practitioner), you would not be entitled to complete refund even if you have cancelled beforehand.

Users will not be entitled for any refunds in cases where, the Dentist is unable to meet the User at the exact time of the scheduled appointment time and the User is required to wait,

irrespective of the fact whether the User is required to wait or choose to not obtain the services from the said Dentist.

### 3.5. NO DOCTOR-PATIENT RELATIONSHIP;

3.5.1. Please note that some of the content, text, data, graphics, images, information, suggestions, guidance, and other material (collectively, "Information") that may be available on the Website (including information provided in direct response to your questions or postings) may be provided by individuals in the medical profession. The provision of such Information does not create a licensed medical professional/patient relationship, between Dantalaya and you and does not constitute an opinion, medical advice, or diagnosis or treatment of any particular condition, but is only provided to assist you with locating appropriate medical care from a qualified practitioner.

3.5.2. It is hereby expressly clarified that, the Information that you obtain or receive from Dantalaya and its employees, contractors, partners, sponsors, advertisers, licensors or otherwise on the Website is for informational purposes only. We make no guarantees, representations or warranties, whether expressed or implied, with respect to professional qualifications, quality of work, expertise or other information provided on the Website. In no event shall we be liable to you or anyone else for any decision made or action taken by you in reliance on such information.

3.5.3. The Services are not intended to be a substitute for getting in touch with emergency healthcare. If you are an End-User facing a medical emergency (either on your or a another person's behalf), please contact an ambulance service or hospital directly.

### 3.6.1. Dantalaya app booking :

#### 3.6.1 Definition.

Dantalaya app booking is a feature owned and provided by Dantalaya that allows Users & Dentists to communicate. Further, Users may access this feature on Dantalaya's platform to get assigned, for the purposes of consultation, to a Dentist whereby such Dentists are, by default, assigned through the system's software-program that finds the most available and accepting Dentists or Users may choose Dentists of choice through the search options made available on Dantalaya's Website. This feature is referred to as Dantalaya app booking .

### 3.6.2. Terms for Users:

The Users expressly understand, acknowledge and agree to the following set forth herein below:

In the event the Users intend to consult a specific Dentist of choice, the same is facilitated through search options as made available on Dantalaya's Website. In cases where Users cannot choose a Dentist (due to system setup), the system uses an software-program to find the most available and accepting Dental surgeon.



In case any prescription is being provided to User by the Dentist, the same is being provided basis the online consultation, however it may vary when examined in person, hence in no event shall the prescription provided by Dental Practitioners be relied as a final and conclusive solution.

The Users agree to use the advice from Dental Practitioner on the website pursuant to:

- a) an ongoing treatment with their Dental Practitioner;
- b) a condition which does not require emergency treatment, physical examination or medical attention;
- c) medical history available as records with them for reference;
- d) a record of physical examination and report thereof with them, generated through their local medical practitioner;
- e) consultation with their medical practitioner before abandoning or modifying their ongoing treatment.

The User agrees that :

During the consultation and thereafter, the Dental Practitioner may upload the prescription/ Dental records of the User on the account of the User for access of the User.

Notwithstanding anything contained herein, Dantalaya in no manner endorses any Dental Practitioner(s) that Users consult and is not in any manner responsible for any drug/medicines prescribed or the therapy prescribed by the Dentist.

If the Dentist responds to the User's query, the system could trigger communications to the User, in the form of notification/text/email/others. The User further understands that Dantalaya may send such communications like text messages/email/calls before and/or after Dentists' consultation (physical or online) to User's mobile number which is provided by the Dentist based on the settings. However and notwithstanding anything to the contrary in this Agreement, Dantalaya does not take responsibility for timeliness of such communications.

Dantalaya app booking , is merely a consulting model, any interactions and associated issues with the Dentist including but not limited to the User's health issues and/or the User's experiences is strictly between the User and the Dentist. The User shall not hold Dantalaya responsible for any such interactions and associated issues.

The User hereby grants consent to Dantalaya to feature certain of Users queries posted free of cost and respective Dentists' responses as posted by the User on Dantalaya app booking . Users further agree that any such information provided by the User will be subject to Dantalaya Privacy Policy.

User understands and agrees to provide accurate information, and will not use this platform for any acts that are considered to be illegal in nature.

If User decides to engage with a Dentist to procure medical services or engages in communication, exchange of money for services outside of Dantalaya platform, User shall do so at their own risk. Dantalaya shall not be responsible for any breach of service or service deficiency by any Dentist. .

The User shall be bound by the jurisdiction as contained in these Terms and Conditions hereunder, at all times, irrespective of the location they may be consulting with Dental Practitioners online.

The User shall indemnify and hold harmless Dantalaya and its affiliates, subsidiaries, directors, officers, employees and agents from and against any and all claims, proceedings, penalties, damages, loss, liability, actions, costs and expenses (including but not limited to court fees and attorney fees) arising due to or in relation to the use of Website by the User, by breach of the Terms or violation of any law, rules or regulations by the User, or due to such other actions, omissions or commissions of the User that gave rise to the claim.

**PAYMENT GATEWAY :** Dental Practitioners will receive payments from patients through the payment gateway embedded with the Dantalaya website and app. Likewise Dentists can make payments to their respective Dental labs via the website and app. In cases where the Dental Practitioner or Dental labs experience any issues with respect to payments, you can contact Dantalaya.

Dental Practitioners and Dental labs are required to clear any dues with Dantalaya before the onset of the next billing cycle. Failure to do so will result in temporary withdrawal of services from Dantalaya. Please contact Dantalaya for interest rate and service charges regarding payment for online and offline methods.

If User decides to use the payment gateway to make payments online, it is solely at User's discretion. Should there be any issues with regard to the payment not reaching the respective Dentist's account, please reach out to [www.dantalaya.com](http://www.dantalaya.com)

### 3.6.3. Cancellation and Refund Policy:

For cancellation and refund policy, read more.

### 3.6.4. Express Disclaime

Dantalaya is not a Dental service provider, nor is it involved in providing any healthcare or medical advice or diagnosis, it shall hence not be responsible and owns no liability to either Users or Dentists for any outcome from the consultation between the User and the Dentists.

Dantalaya is a platform being made available to Users to assist them to obtain consultation from Dental Practitioners and does not intend to replace the physical consultation with the Dental Practitioner.

### 3.6.5. Terms for Dental surgeons ::

The Dentists shall promptly reply to the User after receiving User's communication. In case of non-compliance with regard to adhering to the applicable laws/rules/regulations/guidelines by the Dentists, Dantalaya shall have the right to replace such Dentists for the purpose of consultation to the User or remove such Dentists from the Dantalaya platform. Read more on guidelines [here](#).

The Dentist understands and agrees that, Dantalaya shall at its sole discretion, at any time be entitled to, show as other Dentists available for consultation.

The Dentist further understands that, there is a responsibility to treat the User, *pari passu*, as the Dentist would have otherwise treated the User on a physical one-on-one consultation model.

The Dentist has the discretion to cancel any consultation at any point in time in cases where the Dentist feels, it is beyond his/her expertise or his/her capacity to treat the User. In such cases, it may trigger a refund to the User and the User has the option of choosing other Dental Practitioners. However, it is strongly recommended that the Dental Practitioner advise the User and explain appropriately for next steps.

The Dentist shall at all times ensure that all the applicable laws that govern the Dentists shall be followed and utmost care shall be taken in terms of the consultation being rendered.

The Dental Practitioner acknowledges that should Dantalaya find the Dental Practitioner to be in violation of any of the applicable laws/rules/regulations/guidelines set out by the authorities then Dantalaya shall be entitled to cancel the consultation with such Dentists or take such other legal action as may be required.

The payment gateway option is being provided to the Users to make payment easier. In case wrong bank account details are provided by Dentists, Dantalaya will not be responsible for loss of money, if any. In case of there being any technical failure, at the time of transaction and there is a problem in making payment, you could contact [www.dantalaya.com](http://www.dantalaya.com).

It is further understood by the Dental Practitioner that the information that is disclosed by the User at the time of consultation is personal information and is subject to all applicable privacy laws, shall be confidential in nature and subject to User and Dentists privilege.

The Dental Practitioner understands that when a User books a time-slot, the Practitioner must comply with the time slot to the best of their availability. In case of delay, the Dentist must notify User to their best possible ability.

The Dental Practitioner understands that Dantalaya makes no promise or guarantee for any uninterrupted communication and the Dental Practitioner shall not hold Dantalaya liable, if for any reason the communication is not delivered to the User(s), or are delivered late or not accessed, despite the efforts undertaken by Dantalaya.

It shall be the responsibility of the Dentists to ensure that the information provided by User is accurate and not incomplete and understand that Dantalaya shall not be liable for any errors in the information included in any communication between the Dentists and User.

The Dental Practitioner shall indemnify and hold harmless Dantalaya and its affiliates, subsidiaries, directors, officers, employees and agents from and against any and all claims, proceedings, penalties, damages, loss, liability, actions, costs and expenses (including but not limited to court fees and attorney fees) arising due to the services provided by Dental Practitioner, violation of any law, rules or regulations by the Dental Practitioner or due to such other actions, omissions or commissions of the Dental Practitioner that gave rise to the claim.

3.7.1. User can use Dantalaya website by logging in from their account, creating original content comprising text, audio, video, images, data or any combination of the same ("Content"), and uploading said Content to Dantalaya's servers. The User can upload their own images. Dantalaya does not provide any warranty as to the ownership of the intellectual property and the User acknowledges that the User will use the images at their own risk. Dantalaya shall post such Content to at its own option and subject to these Terms and Conditions. The Content uploaded via Dantalaya does not constitute medical advice and may not be construed as such by any person.

3.7.2. The User acknowledges that they are the original authors and creators of any Content uploaded by them and that no Content uploaded by them would constitute infringement of the intellectual property rights of any other person. Dantalaya reserves the right to remove any Content which it may determine at its own discretion as violating the intellectual property rights of any other person. The User agrees to absolve Dantalaya from and indemnify Dantalaya against all claims that may arise as a result of any third party intellectual property right claim that may arise from the user's uploading of any Content on Dantalaya . The User may not use the images for any purpose other than those directly related to the creation and uploading of Content to Dantalaya. The User also agrees to absolve Dantalaya from and indemnify Dantalaya against all claims that may arise as a result of any third party intellectual property claim if the

3.7.3. The user hereby assigns to Dantalaya , in perpetuity and worldwide, all intellectual property rights in any Content created by the User and uploaded by the User via Dantalaya .

3.7.4. Dantalaya shall have the right to edit or remove the Content and any comments in such manner as it may deem fit at any time.

3.7.5. The User agrees not to upload Content which is defamatory, obscene or objectionable in nature and Dantalaya reserves the right to remove any Content which it may determine at its own discretion to violate these Terms and Conditions or be violative of any law or statute in force at the time. The User agrees to absolve Dantalaya from and indemnify Dantalaya against all claims that may arise as a result of any legal claim arising from the nature of the Content posted by the User on Dantalaya.

3.7.6. User may also use view original content created by Dental Practitioners and to create and upload comments on such Content, wherever allowed.

3.7.7. User acknowledges that the content reflects the views and opinions of the authors of such Content and do not necessarily reflect the views of Dantalaya.

3.7.8. User agrees that the content they access on Dantalaya does not in any way constitute medical advice and that the responsibility for any act or omission by the User arising from the User's interpretation of the Content, is solely attributable to the user. The User agrees to absolve Dantalaya from and indemnify Dantalaya against all claims that may arise as a result of the User's actions resulting from the User's viewing of Content on Dantalaya .

3.7.9. The User acknowledges that all intellectual property rights in the Content on Dantalaya's website vests with Dantalaya. The User agrees not to infringe upon Dantalaya's intellectual property by copying or plagiarizing content on Dantalaya . Dantalaya reserves its right to initiate all necessary legal remedies available to them in case of such an infringement by the User. All comments created and uploaded by the User on Dantalaya will be the sole intellectual property of Dantalaya. The User agrees not to post any comments on Dantalaya that violate the intellectual property of any other person. Dantalaya reserves the right to remove any comments which it may determine at its own discretion as violating the intellectual property rights of any other person. The User agrees to absolve Dantalaya from and indemnify Dantalaya against all claims that may arise as a result of any third party intellectual property right claim that may arise from the User's uploading of any comment on Dantalaya.

3.7.10. User agrees not to post any comments which are defamatory, obscene, objectionable or in nature and Dantalaya reserves the right to remove any comments which it may determine at its own discretion to violate these Terms and Conditions or be violative of any law or statute in force at the time. The User agrees to absolve Dantalaya from and indemnify Dantalaya against all claims that may arise as a result of any legal claim arising from the nature of the comments posted by the User on Dantalaya .

### 3.8. CONTENT OWNERSHIP AND COPYRIGHT CONDITIONS :

3.8.1. The contents listed on the Website are (i) User generated content, or (ii) belong to Dantalaya . The information that is collected by Dantalaya directly or indirectly from the End-Users and the Dentists shall belong to Dantalaya . Copying of the copyrighted content published by Dantalaya on the Website for any commercial purpose or for the purpose of earning profit will be a violation of copyright and Dantalaya reserves its rights under applicable law accordingly.

3.8.2. Dantalaya authorizes the User to view and access the content available on or from the Website solely for ordering, receiving, delivering and communicating only as per this Agreement. The contents of the Website, information, text, graphics, images, logos, button icons, software code, design, and the collection, arrangement and assembly of content on the Website, are the property of Dantalaya and are protected under copyright, trademark and other laws. User shall not modify the Practo Content or reproduce, display, publicly perform, distribute, or otherwise use the Content in any way for any public or commercial purpose or for personal gain.

3.8.3. User shall not access the Services for purposes of monitoring their availability, performance or functionality, or for any other benchmarking or competitive purposes.

### 3.9. REVIEWS AND FEEDBACK

By using this Website, you agree that any information shared by you with Dantalaya or with any Dentists will be subject to our Privacy Policy.

You are solely responsible for the content that you choose to submit for publication on the Website, including any feedback, ratings, or reviews relating to the Dentists . The role of Dantalaya in publishing any Content is restricted to that of an ‘intermediary’ under the Information Technology Act, 2000. Dantalaya disclaims all responsibility with respect to the content , and its role with respect to such content is restricted to its obligations as an ‘intermediary’ under the said Act. Dantalaya shall not be liable to pay any consideration to any User for re-publishing any content across any of its platforms.

Your publication of reviews and feedback on the Website is governed by Clause 5 of these Terms: Without prejudice to the detailed terms stated in Clause 5, you hereby agree not to post or publish any content on the Website that (a) infringes any third-party intellectual property or publicity or privacy rights, or (b) violates any applicable law or regulation, including but not limited to the IG Rules and SPI Rules. Dantalaya, at its sole discretion, may choose not to publish your reviews and feedback, if so required by applicable law, and in accordance with Clause 5 of these Terms. You agree that Dantalaya may contact you through telephone, email, SMS, or any other electronic means of communication for the purpose of:

Obtaining feedback in relation to Website or Dantalaya's services; and/or

Obtaining feedback in relation to any Dentist listed on the Website; and/or

Resolving any complaints, information, or queries by Dental Practitioners regarding your Content;

and you agree to provide your fullest co-operation further to such communication by Dantalaya.

### 3.10 RECORDS

Dantalaya may provide End-Users with a free facility known as Dental ‘Records’ on its mobile application ‘Dantalaya ’. Information available in your Records is of two types:

User-created: Information uploaded by you or information generated during your interaction with Dantalaya , eg: appointment, medicine order placed by you.

Practice-created: Dental Health Records generated by your interaction with a Dentist who uses ‘Dantalaya’s Dental software.

The specific terms relating to such Health Account are as below, without prejudice to the rest of these Terms and the Privacy Policy:

3.10.1. Your Dental Records is only created after you have signed up and explicitly accepted these Terms.

3.10.2. Any Practice created Dental Health Record is provided on an as-is basis at the sole intent, risk and responsibility of the Dental Practitioner and Dantalaya does not validate the said information and makes no representation in connection therewith. You should contact the relevant Dental Practitioner in case you wish to point out any discrepancies or add, delete, or modify the Health Record in any manner.

3.10.3. The Dental Health Records are provided on an as-is basis. While we strive to maintain the highest levels of service availability, Dantalaya is not liable for any interruption that may be caused to your access of the Services.

3.10.4. The reminder provided by the Dental Records is only a supplementary way of reminding you to perform your activities as prescribed by your Dental Practitioner. In the event of any medicine reminders provided by Dantalaya, you should refer to your prescription before taking any medicines. Dantalaya is not liable if for any reason reminders are not delivered to you or are delivered late or delivered incorrectly, despite its best efforts.

3.10.5. It is your responsibility to keep your correct mobile number and email ID updated in the Records. The Dental Health Records will be sent to the Records associated with this mobile number and/or email ID. Every time you change any contact information (mobile or email), we will send a confirmation. Dantalaya is not responsible for any loss or inconvenience caused due to your failure in updating the contact details.

3.10.6. Dantalaya uses industry-level security and encryption to your Dental Health Records. However, Dantalaya does not guarantee to prevent unauthorized access if you lose your login credentials or they are otherwise compromised. In the event you are aware of any unauthorized use or access, you shall immediately inform Dantalaya of such unauthorized use or access. Please safeguard your login credentials and report any actual suspected breach of account to [info@dantalaya.com](mailto:info@dantalaya.com).

3.10.7. If you access your dependents' Dental Health Records by registering your dependents with your own Records, you are deemed to be responsible for the Dental Health Records of your dependents and all obligations that your dependents would have had, had they maintained their own separate individual Records. You agree that it shall be your sole responsibility to obtain prior consent of your dependent and shall have right to share, upload and publish any sensitive personal information of your dependent. Dantalaya assumes no responsibility for any claim, dispute or liability arising in this regard, and you shall indemnify Dantalaya and its officers against any such claim or liability arising out of unauthorized use of such information.

3.10.8. In case you want to delete your Records, you can do so by contacting our service support team. However only your account and any associated Dental Health Records will be deleted, and your Dental Health Records stored by your Dental Practitioners will continue to be stored in their respective accounts.

3.10.9. You may lose your “User created” record, if the data is not synced with the server.

3.10.10. If the Dental Health Record is unassessed for a stipulated time, you may not be able to access your Health Records due to security reasons.

3.10.11. Dantalaya is not liable if for any reason, Dental Health Records are not delivered to you or are delivered late despite its best efforts.

3.10.12. Dental Health Records are shared with the phone numbers that are provided by your Dentists . Dantalaya is not responsible for adding the Dental Health Records with incorrect numbers if those incorrect numbers are provided by the Dental Practitioner.

3.10.13. Dantalaya is not responsible or liable for any content, fact, Dental Health Records, medical deduction or the language used in your Records whatsoever. Your Dentist is solely responsible and liable for your Dental Health Records and any information provided to us including but not limited to the content in them.

3.10.12. Dantalaya has the ability in its sole discretion to retract Dental Records without any prior notice if they are found to be shared incorrectly or inadvertently.

3.10.15. Dantalaya will follow the law of land in case of any constitutional court or jurisdiction mandates to share the Dental Records for any reason.

3.10.16. You agree and acknowledge that Dantalaya may need to access the Dental Record for cases such as any technical or operational issue of the End User in access or ownership of the Records.

3.10.17. You acknowledge that the Dental Practitioners you are visiting may engage Dantalaya's software or third party software for the purposes of the functioning of the Dental Practitioner's business and Dantalaya's services including but not limited to the usage and for storage of Records (as defined in Section 3.10) in India and outside India, in accordance with the applicable laws.

3.10.18. To the extent that your Records have been shared with Dantalaya or stored on any of the Dantalaya products used by Dentists you are visiting, and may in the past have visited, You hereby agree to the storage of your Records by Dantalaya pertaining to such previously visited clinics and hospitals who have tie ups with Dantalaya for the purposes of their business and for Dantalaya's services including but not limited to the usage and for storage of Records (as defined in Section 3.10) in India and outside India, in accordance with the applicable laws and further agree, upon creation of your account with Dantalaya , to the mapping of such Records as may be available in Dantalaya's database to your User account.

#### 4. TERMS OF USE PRACTITIONERS

The terms in this Clause 4 are applicable only to Dental Practitioners.



#### 4.1. LISTING POLICY

4.1.1. Dantalaya directly and indirectly, collects information regarding the Dental Practitioners' profiles, contact details, and practice. Dantalaya reserves the right to take down any Dental Practitioner's profile as well as the right to display the profile of the Dentists, with or without notice to the concerned Dentist. This information is collected for the purpose of facilitating interaction with the End-Users and other Users. If any information displayed on the Website in connection with you and your profile is found to be incorrect, you are required to inform Dantalaya immediately.

4.1.2. Dantalaya shall not be liable and responsible for the ranking of the Dentists on external websites and search engines

4.1.3. Dantalaya shall not be responsible or liable in any manner to the Users for any losses, damage, injuries or expenses incurred by the Users as a result of any disclosures or publications made by Dantalaya, where the User has expressly or implicitly consented to the making of disclosures or publications by Dantalaya. If the User had revoked such consent under the terms of the Privacy Policy, then Dantalaya shall not be responsible or liable in any manner to the User for any losses, damage, injuries or expenses incurred by the User as a result of any disclosures made by Dantalaya prior to its actual receipt of such revocation.

4.1.4. Dantalaya reserves the right to moderate the suggestions made by the Dental Practitioners through feedback and the right to remove any abusive or inappropriate or promotional content added on the Website. However, Practo shall not be liable if any inactive, inaccurate, fraudulent, or non-existent profiles of Practitioners are added to the Website.

4.1.5. Dental Practitioners explicitly agree that Dantalaya reserves the right to publish the Content provided to a third party including content platforms.

4.1.6. When you are listed on Dantalaya.com, End-Users may see a detailed profile. This information should be used for appointment booking purposes only. Dantalaya accepts no liability if the facility is not used in accordance with the foregoing.

4.1.7. You as a Dental Practitioner hereby represent and warrant that you will use the Services in accordance with applicable law. Any contravention of applicable law as a result of your use of these Services is your sole responsibility, and Dantalaya accepts no liability for the same.

#### 4.2. DENTAL SOFTWARE AND EDITING RIGHTS:

Dantalaya ensures easy access to the Dentists by providing a tool to update their profile information. A very easy to use Dental software is integrated with the website to help Dentists record patients details and treatment history. Dantalaya reserves the right of ownership of all the Dentists profile and photographs and to moderate the changes or updates requested by Dentists. However, Dantalaya takes the independent decision whether to publish or reject the requests submitted for the respective changes or updates. You hereby represent

and warrant that you are fully entitled under law to upload all content uploaded by you as part of your profile or otherwise while using Dantalaya's services, and that no such content breaches any third party rights, including intellectual property rights. Upon becoming aware of a breach of the foregoing representation, Dantalaya may modify or delete parts of your profile information at its sole discretion with or without notice to you.

#### 4.3. REVIEWS AND FEEDBACK

4.3.1. All content is created by the Users of [www.dantalaya.com](http://www.dantalaya.com) . (“Website”) and the clients of Dantalaya customers and Dental Practitioners, including the End-Users. As a platform, Dantalaya does not take responsibility for the content and its role with respect to the Content is restricted to that of an ‘intermediary’ under the Information Technology Act, 2000. The role of Dantalaya and other legal rights and obligations relating to the Content are further detailed in Clauses 3.9 and 5 of these Terms.

4.3.2. Dantalaya reserves the right to collect feedback and Critical Content for all the Dental Practitioners, Dental labs and listed on the Website.

4.3.3 Dantalaya shall have no obligation to pre-screen, review, flag, filter, modify, refuse or remove any or all the Content from any Service, except as required by applicable law.

4.3.4 You understand that by using the Services you may be exposed to the Content or other content that you may find offensive or objectionable. Dantalaya shall not be liable for any effect on the Dental Practitioner’s business due to the Content of a negative nature. In these respects, you may use the Service at your own risk. Dantalaya however, as an ‘intermediary, takes steps as required to comply with applicable law as regards the publication of the Content. The legal rights and obligations with respect to the Content and any other information sought to be published by Users are further detailed in Clauses 3.9 and 5 of these Terms.

4.3.5. Dantalaya will take down information under standards consistent with applicable law, and shall in no circumstances be liable or responsible for the Content, which has been created by the Users. The principles set out in relation to third party content in the terms of Service for the Website shall be applicable mutatis mutandis in relation to the Content posted on the Website.

4.3.6. If Dantalaya determines that you have provided inaccurate information or enabled fraudulent feedback, Dantalaya reserves the right to immediately suspend any of your accounts with Dantalaya and makes such declaration on the website alongside your name/ your clinics name as determined by Dantalaya for the protection of its business and in the interests of Users.

4.4. Dental software is designed to suit the daily needs of a Dental Clinic in India. Only the Dentists will have access to the software and will be familiar with the content. In no way can a Dentist try to modify or copy the software. Dantalaya reserves the right to modify the software to improve practice management and render user-friendly from time to time.

#### 4.5. INDEPENDENT SERVICES

Your use of each Service confers upon you only the rights and obligations relating to such Service, and not to any other service that may be provided by Dantalaya.

#### 4.6 SPONSORED ADS

Dantalaya reserves the rights to display sponsored ads on the Website. These ads would be marked as “Sponsored ads”. Without prejudice to the status of other content, Dantalaya will not be liable for the accuracy of information or the claims made in the Sponsored ads. Dantalaya does not encourage the Users to visit the Sponsored ads page or to avail any services from them. Dantalaya will not be liable for the services of the providers of the Sponsored ads.

You represent and warrant that you will use these Services in accordance with applicable law. Any contravention of applicable law as a result of your use of these Services is your sole responsibility, and Dantalaya accepts no liability for the same.

#### 4.7 BOOK APPOINTMENT:

4.7.1. As a valuable partner on our platform we want to ensure that the Dental Practitioners experience on the Dantalaya booking platform is beneficial to both, Dentists and their Users.

For all terms and conditions of Book facility on Dantalaya profile check Book Standards .

4.7.2. Dentists understands that, Dantalaya shall not be liable, under any event, for any comments or feedback given by any of the Users in relation to the Services provided by the Dental Practitioner. The option of publishing or modifying or moderating or masking (where required by law or norm etc.) the feedback provided by Users shall be solely at the discretion of Dantalaya.

#### 5. RIGHTS AND OBLIGATIONS RELATING TO CONTENT

5.1. As mandated by Regulation 3(2) of the IG Rules, Dantalaya hereby informs Users that they are not permitted to host, display, upload, modify, publish, transmit, update or share any information that:

belongs to another person and to which the User does not have any right to;

is grossly harmful, harassing, blasphemous, defamatory, obscene, pornographic, pedophilic, libelous, invasive of another's privacy, hateful, or racially, ethnically objectionable,

disparaging, relating or encouraging money laundering or gambling, or otherwise unlawful in any manner whatever;

harm minors in any way;

infringes any patent, trademark, copyright or other proprietary rights;

violates any law for the time being in force;

deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;

impersonate another person;

contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer resource;

threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign states, or public order or causes incitement to the commission of any cognizable offence or prevents investigation of any offence or is insulting any other nation.

5.2. Users are also prohibited from:

violating or attempting to violate the integrity or security of the Website or any Dantalaya Content;

transmitting any information (including job posts, messages and hyperlinks) on or through the Website that is disruptive or competitive to the provision of Services by Dantalaya ;

intentionally submitting on the Website any incomplete, false or inaccurate information;

making any unsolicited communications to other Users;

using any engine, software, tool, agent or other device or mechanism (such as spiders, robots, avatars or intelligent agents) to navigate or search the Website;

attempting to decipher, decompile, disassemble or reverse engineer any part of the Website;

copying or duplicating in any manner any of the Content or other information available from the Website;

framing or hot linking or deep linking any Content.

circumventing or disabling any digital rights management, usage rules, or other security features of the Software.

5.3. Dantalaya upon obtaining knowledge by itself or been brought to actual knowledge by an affected person in writing or through email signed with electronic signature about any such information as mentioned above, shall be entitled to disable such information that is in contravention of Clauses 5.1 and 5.2. Dantalaya shall also be entitled to preserve such information and associated records for at least 90 (ninety) days for production to governmental authorities for investigation purposes.

5.4. In case of non-compliance with any applicable laws, rules or regulations, or the Agreement (including the Privacy Policy) by a User, Dantalaya has the right to immediately terminate the access or usage rights of the User to the Website and Services and to remove non-compliant information from the Website.

5.5. Dantalaya may disclose or transfer User-generated information to its affiliates or governmental authorities in such manner as permitted or required by applicable law, and you hereby consent to such transfer. The SPI Rules only permit Dantalaya to transfer sensitive personal data or information including any information, to any other body corporate or a person in India, or located in any other country, that ensures the same level of data protection that is adhered to by Dantalaya as provided for under the SPI Rules, only if such transfer is necessary for the performance of the lawful contract between Dantalaya or any person on its behalf and the User or where the User has consented to data transfer.

Dantalaya respects the intellectual property rights of others and we do not hold any responsibility for any violations of any intellectual property rights

## 6. TERMINATION

6.1 Dantalaya reserves the right to suspend or terminate a User's access to the Website and the Services with or without notice and to exercise any other remedy available under law, in cases where,

Such User breaches any terms and conditions of the Agreement;

A third party reports violation of any of its right as a result of your use of the Services;

Dantalaya is unable to verify or authenticate any information provide to Dantalaya by a User;

Dantalaya has reasonable grounds for suspecting any illegal, fraudulent or abusive activity on part of such User; or

Dantalaya believes in its sole discretion that User's actions may cause legal liability for such User, other Users or for Dantalaya are contrary to the interests of the Website.

6.2 Once temporarily suspended, indefinitely suspended or terminated, the User may not continue to use the Website under the same account, a different account or re-register under a new account. On termination of an account due to the reasons mentioned herein, such User shall no longer have access to data, messages, files and other material kept on the Website by such User. The User shall ensure that he/she/it has continuous backup of any dental services the User has rendered in order to comply with the User's record keeping process and practices.

## 7. LIMITATION OF LIABILITY

In no event, including but not limited to negligence, shall Dantalaya, or any of its directors, officers, employees, agents or content or service providers (collectively, the "Protected Entities") be liable for any direct, indirect, special, incidental, consequential, exemplary or

punitive damages arising from, or directly or indirectly related to, the use of, or the inability to use, the Website or the content, materials and functions related thereto, the Services, User's provision of information via the Website, lost business or lost End-Users, even if such Protected Entity has been advised of the possibility of such damages. In no event shall the Protected Entities be liable for:

provision of or failure to provide all or any service by Dental Practitioners to End- Users contacted or managed through the Website;

any content posted, transmitted, exchanged or received by or on behalf of any User or other person on or through the Website;

any unauthorized access to or alteration of your transmissions or data; or

any other matter relating to the Website or the Service.

In no event shall the total aggregate liability of the Protected Entities to a User for all damages, losses, and causes of action (whether in contract or tort, including, but not limited to, negligence or otherwise) arising from this Agreement or a User's use of the Website or the Services exceed, in the aggregate Rs. 1000/- (Rupees One Thousand Only).

## 8. RETENTION AND REMOVAL

Dantalaya may retain such information collected from Users from its Website or Services for as long as necessary, depending on the type of information; purpose, means and modes of usage of such information; and according to the SPI Rules. Computer web server logs may be preserved as long as administratively necessary.

## 9. APPLICABLE LAW AND DISPUTE SETTLEMENT

9.1 You agree that this Agreement and any contractual obligation between Dantalaya and User will be governed by the laws of India.

9.2 Any dispute, claim or controversy arising out of or relating to this Agreement, including the determination of the scope or applicability of this Agreement to arbitrate, or your use of the Website or the Services or information to which it gives access, shall be determined by arbitration in India, before a sole arbitrator appointed by Dantalaya. Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996. The seat of such arbitration shall be Bangalore. All proceedings of such arbitration, including, without limitation, any awards, shall be in the English language. The award shall be final and binding on the parties to the dispute.

9.3 Subject to the above Clause 9.2, the courts at Bengaluru shall have exclusive jurisdiction over any disputes arising out of or in relation to this Agreement, your use of the Website or the Services or the information to which it gives access.

#### 10. CONTACT INFORMATION GRIEVANCE OFFICER:

10.1. If a User has any questions concerning Dantalaya , the Website, this Agreement, the Services, or anything related to any of the foregoing, Dantalaya customer support can be reached at the following email address: [info@dantalaya.com](mailto:info@dantalaya.com) or via the contact information available from the website.

10.2. In accordance with the Information Technology Act, 2000, and the rules made there under, if you have any grievance with respect to the Website or the service, including any discrepancies and grievances with respect to processing of information, you can contact our Grievance Officer at: Name: Ananda Raj. 38/48, 1st Floor, Bazaar street, Neelasandra, Bengaluru 560047. Contact number : +91 9110876757 (Ask to be connected to the Grievance Officer) In the event you suffer as a result of access or usage of our Website by any person in violation of Rule 3 of the IG Rules, please address your grievance to the above person.

#### 11. SEVERABILITY

If any provision of the Agreement is held by a court of competent jurisdiction or arbitral tribunal to be unenforceable under applicable law, then such provision shall be excluded from this Agreement and the remainder of the Agreement shall be interpreted as if such provision were so excluded and shall be enforceable in accordance with its terms; provided however that, in such event, the Agreement shall be interpreted so as to give effect, to the greatest extent consistent with and permitted by applicable law, to the meaning and intention of the excluded provision as determined by such court of competent jurisdiction or arbitral tribunal.

#### 12. WAIVER

No provision of this Agreement shall be deemed to be waived and no breach excused, unless such waiver or consent shall be in writing and signed by Dantalaya. Any consent by Dantalaya to, or a waiver by Dantalaya of any breach by you, whether expressed or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

YOU HAVE READ THESE TERMS OF USE AND AGREE TO ALL OF THE PROVISIONS CONTAINED ABOVE