

## Mobile App Framework: Flutter (Single codebase for Android & iOS)

### Design:

We are starting from Bangalore, if customer trying to login from Chennai use GPS Permission to auto-detect. The "Coming Soon" Page: Add a box: "*Notify me when you launch in Chennai. We should have option to Release City from backend if we start the service In Chennai, Hyderabad Etc.*

#### 1. Splash Screen with Logo (Tagline ISO 9001-2015 Certified)

Mobile No. Once Mobile No added, OTP will Auto receive.

Name, Gender, Address, Email (Optional) Emergency Contact No (Mandatory), Language (All Indian Language Must Available) Then System Automatically Generate Unique User Id. (Save)

In the down Already a member?

Login

Once Signup user must get Welcome mail and WhatsApp message with welcome kit With PDF SLA, T&C etc.

Top: **For Home Screen**

Left Side:

OLDFUL LOGO

Right Side:

- Location Name, (Option to Change), Search Icon, Notification Icon, Red SOS Icon (Safety Feature: To prevent accidental pocket dials, require a 3-second countdown or a "Slide to Call" gesture (standard safety UX)).

Output / Notification:

- Immediate Action:

1. Fetches user's current GPS Coordinates.
2. Sends WhatsApp Alert to Admin with: *Customer Name, Phone Number, and Live Location Link.*

Initiates a phone call to the Oldful Emergency Hotline.

#### Automated Actions (Behind the scenes):

- Location Sharing: The moment this screen is opened, auto-fetch GPS coordinates.
- Notify Family: Automatically send an SMS/WhatsApp to their saved Emergency Contacts: "*Dad has pressed the Emergency Button in Oldful App.*"

#### Bottom: For All the Screen

Home Plans Wellness Account Cart

## Oldful App – 1. Home Modules Specification

### Section 1

#### Module 1: Doctor Home Visit

Purpose: Booking a doctor or physiotherapist to visit the user's home for non-emergency issues. Tagline (Sub-text): "*Doctor visits at home for non-emergency issues.*"

##### User Flow & Inputs:

###### 1. Select Problem (Grid with Icons):

- **Admin Note:** Admin Panel must allow adding/editing/removing these options.
- Options:
  - Fever / Flu
  - Body Pain / Joint Pain
  - BP / Sugar Check
  - General Weakness
  - Post-surgery Rehab
  - Frozen Shoulder

- Stroke Recovery
- Other (Text Input)

## 2. Select Doctor Type:

- **Smart Logic:** If user selects "Post-surgery/Frozen Shoulder/Stroke", auto-select Physiotherapist. For others, default to General Physician.
- Options:
  - General Physician (MBBS)
  - Physiotherapist

## 3. When?

- Come ASAP (Urgent)
- Schedule for Later (Date & Time Picker)

## 4. Confirm Address:

- Auto-filled from User Profile (Google Maps Location).
- Action: Allow user to edit manual text if needed.

### Smart Features:

- Repeat Order: If a user has booked a Physiotherapist before, show a "Book Same as Last Time" button at the top to skip steps.

### Output / Notification:

- Button Label: "Book Appointment"
  - Action: Triggers alert to Oldful Dashboard, Admin Email, and Admin WhatsApp Business API.
- 

## Module 2: Hospital Trip

**Purpose:** Arranging logistics (Cab) and physical assistance (Care Buddy) for a hospital visit. **Tagline (Sub-text):** "Logistics & Physical Assistance for Hospital Visits."

### User Flow & Inputs:

#### 1. Select Specialist (Grid with Icons):

- Admin Note: Admin Panel must allow management of this list.
- Options: Eye Specialist, Brain & Nerves, Kidney & Urinary, Lungs & Breathing, Dental Care, Cancer Specialist, Other (Text Input).

#### 2. Destination Details:

- Select Hospital:
  - [Radio Button] I have a preferred Hospital (Type Name)

- [Radio Button] **Recommend a hospital for me** (Tags request as "Need Advice")
- **Select Doctor:**
  - [Radio Button] **I have a preferred Doctor (Type Name)**
  - [Radio Button] **Recommend a doctor for me**

**3. Schedule: Date & Time Picker.**

**4. Service Add-ons (Checkboxes):**

- **Transport: Arrange Cab for me? (Pick & Drop)**
- **Support: Send an Oldful Buddy to assist me at the hospital?**

**Pricing & Output:**

- **Price Display:** Show estimated range (e.g., "₹500 Booking Fee + Actuals").
    - **Admin Note:** Admin Panel must have a field to update this text/value dynamically.
  - **Button Label:** "Request Trip"
- 

**Module 3: Home Nurse**

**Purpose:** Booking long-term or shift-based care at home. **Tagline (Sub-text):** "Professional Nursing & Caretaker Support."

**User Flow & Inputs:**

- 1. Who is it for? (Selection Chips: Self / Spouse / Parent)**
- 2. Type of Staff Needed:**
  - **Option A: Qualified Nurse (For injections, wound dressing, IV, Tracheostomy)**
  - **Option B: Bedside Attendant / Aya (For bathing, feeding, toilet help - non-medical)**
- 3. Duration (Conditional Logic):**
  - **If "Qualified Nurse" is selected, show:**
    - **Short Visit (1-2 Hours - Injection/Dressing)**
    - **12 Hours (Day Shift)**
    - **12 Hours (Night Shift)**
    - **24 Hours (Live-in)**
  - **If "Bedside Attendant" is selected, show:**
    - **12 Hours (Day Shift)**

- **12 Hours (Night Shift)**
- **24 Hours (Live-in)**
- **(Hide "Short Visit" option)**

#### 4. Patient Condition:

- **Walking / Mobile**
- **Bedridden**
- **Post-Surgery**

#### 5. Gender Preference: Male / Female / Any

##### Smart Features:

- **"Request Callback" Link:** A text link saying "*I'm not sure, let an Expert call me to decide.*"
  - **Button Label:** "Request Staff"
- 

## Module 4: Insurance Plan

### User Flow:

"Who is it for?"

- **Self (Age 45-70)**
- **Parents**

"Do you have existing diseases?" (Crucial for premium calculation)

- **Diabetes**
- **Hypertension (BP)**
- **Heart Condition**
- **None**

Write what you're looking for

Submit

## 2. Extended Home Screen Specification

### Section 2

#### Home Blood Test

Integration: Full API Integration with Redcliffe Labs.

**Tagline:** "Lab tests & checkups at your doorstep."

**User Flow:**

1. **Test Selection:** Fetched via API (e.g., Full Body, Diabetes, Thyroid).
2. **Scheduling:** Slot selection via API.
3. **Smart Alert (Frontend Logic):**
  - o **IF** user selects "Sugar (Fasting)" OR "Lipid Profile":
  - o **Action:** Show Popup Alert  **Fasting Required: Please do not eat 10-12 hours before this test.**"

## Order Medicines

**Tagline:** "Upload prescription, we deliver to your door."

**User Flow:**

1. **Input Method:**
  - o [  Camera ] Take Photo.
  - o [  Gallery ] Choose Image.
  - o [  Type ] Text box for manual requirements.

**Duration Selection:**

- o  Order for 1 Month
- o  Order for 3 Months (Get 10% Off)

**Address:** Auto-filled from Profile.

**Retention Feature:**

- o **Checkbox:**  "Auto-Refill: Remind me to re-order in 25 days."

Physio & Fitness

**Tagline:** "Pain relief therapy and senior-friendly yoga."

**User Flow:**

**Service Type (Radio Buttons):**

- o  Pain Relief (Physiotherapy) - For back pain, frozen shoulder, recovery.
- o  Senior Fitness (Yoga/Exercise) - To stay active and mobile.

**Select Body Part (If Physio selected):**

- [Chips/Tags]: Back, Knee, Neck, Shoulder, Leg.
- [Text Field]: "Other / Describe Issue"

Schedule: Date & Time Picker.

### Rent Medical Equipment

Tagline: "Wheelchairs, Hospital Beds, and Oxygen on rent."

User Flow:

Select Equipment (Icon Grid):

-  Wheelchair (Manual / Electric)
-  Hospital Bed (Manual / Motorized)
-  Oxygen Concentrator
- walker / Stick

Rental Duration:

- Weekly
- Monthly

Delivery Date: Date Picker.

---

## 3. Extended Home Screen Specification

### Section 3

#### Trust Signals ("Why Oldful")

Layout: A static horizontal strip with icons to build confidence.

1. [Icon: Shield/Checkmark] Verified Caregivers
  - Subtext: Police verified & trained.
2. [Icon: Headset/24] 24/7 Support
  - Subtext: Always here to help.
3. [Icon: Heart/Family] Family-First Care
  - Subtext: We treat you like our own.

---

## 4. Extended Home Screen Specification

## Section 4

### Home Essentials (Concierge Services)

Layout: Grid System with "Show More" Toggle.

Grid Behaviour:

- Default View: Show first 8 Icons.
- Toggle: "View More Services " expands to show the rest.
- Admin Control: Backend must allow Adding/Removing services and changing prices.

Service List & Pricing Logic:

Service Name	Pricing Display Text (Dynamic)
AC & Appliance Repair	"Price: ₹499 Booking Fee + Vendor Bill"
Plumbing & Electrical	"Price: ₹499 Booking Fee + Vendor Bill"
Deep Cleaning / Pest	"Price: ₹499 Booking Fee + Vendor Bill"
Driver / Cab Booking	"Price: ₹299 Booking Fee + Trip Cost"
Bill Payments	"Price: ₹299 Service Fee (Max 2 Bills)"
Bank/Paperwork Work	"Price: ₹499 Booking Fee + Actuals"
Grocery Run	"Price: ₹299 Delivery Fee + Bill"
Anything Else?	"Need something specific? Tell us."

Universal Input Form (Applies to all options below):

When a user clicks any icon below, open this form:

1. Name: [Text Field]
2. Phone Number: [Number Pad]

3. Address: [Auto-filled Google Map Location]
4. Work Description: [Text Area] (e.g., "AC is leaking water")
5. Upload Photo/Bill: [File Upload] (Crucial for Bills or Repairs)

### "Smart Upgrade" (The Upsell)

**Placement:** Immediately after the Home Essentials Grid. **Design:** Distinct Background Colour (Gold/Premium feel).

**Headline:** Stop Paying Booking Fees. Get Total Home Management. **Sub-headline:** Join the Oldful Homemaker Plan for just ₹3,499/month.

Feature	Pay-Per-Use	🏆 Homemaker Plan
Booking Fee	₹299 - ₹499 per visit	₹0 (Unlimited)
Supervision	✗ No (Remote only)	✓ On-Site Supervision  <i>(We stay while they work)</i>
Bill Payment	₹299 per request	✓ Included
Proactive Checks	✗ None	✓ Monthly Audit

### Call to Action Button:

[ View Plan Details & Upgrade] (Redirects to Subscription Page)

### "Important Note" (Disclaimer)

Add this at the bottom of the form or page footer to avoid disputes.

### Important Service Note:

- **Booking Fee:** This fee covers the administrative cost of finding, verifying, and scheduling the professional.
- **Vendor Payments:** The actual cost of repair (spare parts, labour charges, materials) or utility bill amounts must be paid **directly to the vendor/provider** upon completion.

- **Supervision:** "Pay-Per-Use" bookings include remote coordination. For **Physical On-site Supervision** (having an Oldful staff member stand guard while work is done), you must have an active **Oldful Plan**.

## Section 5: This Section must have Hero Image with

### Admin Panel Requirement (Crucial):

- **Full Customization:** The Admin Panel must allow full control over this section. We need to Add/Edit/Delete services, change Hero Images, update Text/Taglines, and modify Prices dynamically without updating the app code.
- 

## Module 1: The Oldful Club (Travel & Events)

**Tagline:** "*Meet friends, go on trips, and have fun.*" **Layout:** Top section should feature a swipeable Hero Image Slider (e.g., Photos of Temple/Park).

### User Flow & Inputs:

#### Part A: Where do you want to go? (Custom Trip Request)

- **Select Trip Type (Checkbox/Radio):**
  -  **Temple Tours** (Day trips to Tirupati/local temples).
  -  **Out of Station / Anywhere in India.**
- **Something Else?**
  - **[Text Box]: Write your specific requirement.**
- **Action:**
  - **Button: "Submit Inquiry"**
  - **Success Popup: "Thank you! You will get a quote and a call back from our Oldful Travel Manager shortly."**

#### Part B: Join Local Events (Fixed Booking)

- **Select Event (Checkbox/Radio):**
  -  **Morning Yoga Group** (Park meetups).
  -  **Day Outing** (Picnic spots).
  -  **Chai & Chat** (Weekly meetup).
- **Something Else?**
  - **[Text Box]: Write your specific requirement.**

- **Action:**

- **Display Price:** ₹599 per head (*Includes Transport + Food*).
  - **Button:** "Book Seat"
- 

## Module 2: Meals / Tiffin

Tagline: "*Home-style, low-salt food delivered daily.*"

### User Flow & Inputs:

#### 1. Select Meal Type (Radio Button):

-  **Diabetic Friendly (Low GI, less rice).**
-  **Home Style (Roti, Dal, Sabzi).**
-  **Soft Food (Khichdi/Porridge - for recovering patients).**

#### 2. Subscription Mode (Radio Button):

- **Trial (3 Days)**
- **Monthly Subscription (Lunch & Dinner)**

#### 3. Dietary Preferences (Checkboxes):

- **No Onion/Garlic?**
- **Spicy / Non-Spicy?**

#### 4. Something Else?

- **[Text Box]: Write specific instructions (e.g., 'No Salt').**

#### 5. Action:

- **Button: "Request Tiffin" (Triggers inquiry to Admin).**
- 

## Module 3: Tech Helper

Tagline: "*We fix phones, Wi-Fi, and TV remotes.*"

### User Flow & Inputs:

#### 1. What's the issue? (Multi-select Checkboxes):

-  **Phone Help (WhatsApp, Zoom, Contacts setup).**
-  **TV & Wi-Fi (Netflix login, Remote fix).**
-  **Banking App (Teach me how to use UPI safely).**

#### 2. Something Else?

- [Text Box]: *Describe the problem.*

### 3. Select Mode & Price (Radio Button):

-  Home Visit (A buddy comes to teach) - Price: ₹599
-  Phone Call (Remote help) - Price: ₹399
- *(Note: Prices must be editable from Backend).*

### 4. Action:

- Button: "Book Tech Support"
- 

## Module 4: Paperwork & Legal

Tagline: "*Pension, Life Certificates, and Property work.*"

### User Flow & Inputs:

#### 1. Select Service (Multi-select Checkboxes):

-  Digital Life Certificate (Jeevan Pramaan - Home visit).
-  Bank KYC Update (Assistance).
-  Will Registration (Lawyer connect).
-  Govt ID Update (Aadhaar/PAN fix).

#### 2. Something Else?

- [Text Box]: *Write your requirement.*

#### 3. Action:

- Button: "Book Assistant" (Triggers inquiry to Admin).

## Plan Layout

Plans: Layout (Option To add, Edit Full Control from Backend)

Table: Oldful (Value Proposition)

Care Plan: (Option to pay quarterly, biannually, yearly)

Home Maker Plan: (Option to pay quarterly, biannually, yearly)

Each card:

**Price**

**What's included**

**CTA: View Details / Subscribe**

**"Why Subscribe?" (Visual Trust Builders)**

**Below the cards, show *why* it matters. Use 3 simple icons:**

1.  **Save Big:** "*Recover your plan cost in just 2 orders.*"
2.  **Priority Support:** "*Skip the queue. Members get answered first.*"
3.  **Family Updates:** "*We send a weekly health report to your children.*"

**And all the T&C option in Word**

## Wellness Layout (E-Commerce)

**Wellness Layout (Ecommerce Shop) page** is "Coming Soon," you must turn this empty screen into a **Marketing Asset**. Do not just show a blank page with a "Working on it" text. Use this space to build excitement, gather data, and create a waiting list.

Here is the strategy for your "Coming Soon" Wellness Page.

---

### 1. The Visual Hook (Hero Section)

- **Image:** A warm, high-quality illustration of a senior receiving a package (Medicine/Gift) with a smile.
  - **Headline:** "**The Oldful Wellness Store is Opening Soon!**"
  - **Sub-headline:** "*Genuine Medicines, Senior Care Products, and Daily Essentials delivered to your door.*"
- 

### 2. "What can you buy here?" (Teaser Grid)

Show them *what* is coming so they know this isn't just another pharmacy app. Use faded/greyed-out icons to show "loading" or "coming soon".

- **[ Genuine Medicines]** (Prescription & OTC)
- **[ Sugar-Free Foods]** (Biscuits, Atta, Snacks)

- [ Mobility Aids] (Walking Sticks, Walkers)
- [ Adult Care] (Diapers, Lotions, Hygiene)
- [ Health Devices] (BP Monitors, Oximeters)

## Account Layout (Customer Profile)

### Top Header: The ID Card (Visual)

- Photo: ( Circle) - *Helps the driver/doctor identify the senior.*
- Name: Example (Mr. Shankar)
- Oldful ID: #BLR-8821
- Address: Customer Address
- Emergency Contact No: +91-xxxxxx
- Edit Profile: (Small pencil icon).

### Section 1

#### My Health:

##### My Medical Card

- Fields: Blood Group, Diabetic (Yes/No), Hypertension (Yes/No), Allergies.
- Why: In an emergency, your app shows this instantly.

##### My Prescriptions

- Action: View uploaded prescriptions or discharge summaries.

##### Emergency Contacts

- Action: Add Son/Daughter/Neighbour.
- Feature: Toggle "Notify them for every booking?" (Yes/No).

### Section 2:

#### Management & Logistics

##### Manage Addresses

- **Action:** Add "Home", "Second Home", "Clinic".
- **Smart:** Allow pinning the exact GPS location for drivers.

#### Payments & Wallet

- **Action:** Save Cards (for easy checkout)

#### Order History

- **Action:** See past Doctor Visits, Medicine Orders, and Tiffin subscriptions etc.
- **Feature:** "Re-order" button next to past items.

## Section 3

### App Preferences

#### Change Language

- **Options:** English, Kannada, Hindi, Tamil, Telugu.
- **Note:** This must change the entire app interface immediately.

#### Notification Settings

- **Toggles:** WhatsApp Updates (On/Off), Promotional Offers (On/Off).

## Section 4

### Support & Legal

#### Help & Support

- **Action:** Call Us, WhatsApp Us, Raise a Ticket.

#### Rate Oldful

- **Action:** Link to Play Store.

#### Terms & Privacy Policy

#### Log Out

- **Design:** Make this button grey/small at the bottom. Don't make it too prominent.

## Cart Layout (For Dr. Visit Products Etc.)

### If Empty State

- Image: A relaxing chair or calendar icon.
- Text: "*You have no upcoming appointments.*"
- Button: "Explore Services" Once Click Directly go to Home Screen

### If Plan or Other Service is present (Checkout Option)

**Note:** In all pages all the option must have icon and word based visual, not only word. And must have option to edit, add content from backend admin panel. And edit the name and icon as per our wish.

### Onboarding & Registration

When the user opens the "Fill Your Details" screen, the app should fetch their GPS coordinates and automatically convert them into a text address (e.g., "12th Main, Indiranagar, Bangalore") using Google Maps API. The user only needs to type the Flat Number.

### ID Generation

**PDF Generation:** The system takes our standard "SLA Template" and automatically stamps the user's Name, Date, and Unique ID onto the PDF.

**WhatsApp API:** Automatically sends the "Welcome" message with the PDF attached using Interakt

**Email:** Sends the formatted welcome email.

### **System Automatically Generate Unique User Id.**

The backend should auto-generate IDs based on logic, not random numbers.

*Logic:* [CITY\_CODE] - [YEAR] - [SEQUENTIAL\_NUMBER] (e.g., BLR-26-0001). This helps your ops team know where the customer is just by looking at the ID.

### **The "Welcome" Flow**

Welcome mail and WhatsApp with welcome kit PDF.

**The Trigger:** As soon as the "Save" button is clicked and the backend confirms success:

### **Home Screen & Engagement**

**Dynamic Greeting:** Your Requirement: "Good Morning, Mr. Shankar."

**Automation:** The app detects the phone's time. If it's past 4 PM, the text automatically changes to "Good Evening, Mr. Shankar" without server calls.

**Server-Driven UI (Critical)** Option to edit, add content from backend... edit name and icon as per our wish.

### **Server-Driven UI" (SDUI).**

**How it works:** The app doesn't hard-code "Doctor Visit." Instead, it asks the server "What should I show?". You can log in to your Admin Panel, change "Doctor Visit" to "Physician", or change the icon, and it updates on everyone's phone *instantly* without them needing to update the app from the Play Store.

### **Payments & Plans**

**Care Plan (Quarterly, Biannually, annually ■ Expiry Alert:** System auto-calculates the end date. 7 days before expiry, it triggers a WhatsApp, Email reminder: "Your plan expires in 7 days. Renew now to keep Mom safe."

**Invoice Generation:** Upon payment success, the system auto-generates a GST-compliant PDF Invoice and emails it.

### **Account & Medical Data**

**Smart Uploads** Medical details like blood test report."

If the user uploads a PDF blood report, use OCR (Optical Character Recognition) to scan it.

**The system can automatically flag "High Sugar" tags on their profile if the report shows high glucose, alerting your care managers proactively.**

**Technical Requirement for "Backend Configurable UI":** To meet the requirement of editing icons/text from the admin panel, please implement a JSON-driven architecture for the Home and Plans screens.

- The mobile app should fetch a JSON payload from the API on launch.
- This payload will define the List of Services (Icon URL, Label Name, Sort Order, Redirect Link).

## **WEBSITE**

**Everything Should available that present in the Application.**

**Page:**

- 1. Home**
- 2. Plan**
- 3. Wellness (E-Commerce)**
- 4. Community Care (For Charity)**
- 5. Management (Oldful Team)**
- 6. Career**
- 7. Blog**
- 8. About Us**
- 9. Contact us**

# **Sign in Option with All the Health Data and Option to login from Emergency Contact no that they provide while create the account.**

- Footer:**

## **1. Terms & Condition**

### **TERMS AND CONDITIONS (T&C)**

**Last Updated: 01/01/2026**

#### **Acceptance of Terms**

By accessing the website [www.oldful.com](http://www.oldful.com) ("Website") or subscribing to the services provided by Oldful ("Company," "we," "us," or "our"), you ("User," "Client," or "Subscriber") agree to be bound by these Terms and Conditions. If you do not agree, please do not use our services.

#### **Service Description**

Oldful provides comprehensive elder care management services, including but not limited to:

- Care coordination and health monitoring.**
- Assistance with daily living activities via deployed caregivers.**
- Facilitation of third-party services (e.g., physiotherapy, home maintenance).**
- Note: Oldful acts as a care management platform. While we vet our partners, specific medical or maintenance services may be executed by independent third-party professionals.**

#### **User Obligations & Eligibility**

- Accuracy of Information:** You agree to provide accurate, current, and complete medical and personal information regarding the elder (care recipient). Oldful is not liable for adverse outcomes resulting from withheld or inaccurate medical history.
- Safe Environment:** You agree to provide a safe and respectful environment for our caregivers and service partners. We have a zero-tolerance policy for abuse, harassment, or misconduct towards our staff.
- Authority:** If you are subscribing on behalf of an elder, you represent that you have the legal authority/consent to make decisions regarding their care.

#### **Subscription, Payments, and Billing**

- Subscription Model:** Services are offered on a subscription basis (e.g., Monthly, Quarterly, Annual).
- Auto-Renewal:** Subscriptions will automatically renew at the end of the billing cycle unless cancelled in writing 7 days prior to the renewal date.
- Payment Terms:** Fees must be paid in advance. We reserve the right to suspend services immediately if payment is not received by the due date.

- **Refund Policy:**
  - **Cancellations:** Refunds for mid-cycle cancellations are calculated on a pro-rata basis, subject to a distinct cancellation fee.
  - **Service Failure:** Full refunds are issued only if Oldful fails to deploy a caregiver/service as per the agreed Service Level Agreement (SLA).

#### **Medical Emergency Protocol**

- **Oldful is NOT an Emergency Service:** In the event of a life-threatening medical emergency (heart attack, stroke, etc.), the User must contact emergency services (Ambulance/Hospital) immediately.
- **Support Role:** Our role during an emergency is limited to facilitating transport, notifying family members, and providing medical history to doctors. We are not liable for the outcome of medical emergencies.

#### **Limitation of Liability**

- **Third-Party Services:** Oldful integrates services from third-party vendors (e.g., specialized cleaning, lab tests). We are not liable for the negligence or malpractice of these independent third-party providers, though we will assist in dispute resolution.
- **Cap on Liability:** To the maximum extent permitted by Indian law, Oldful's total liability for any claim arising out of these terms shall not exceed the total amount paid by the User to Oldful in the three (3) months preceding the claim.

#### **Termination of Service**

Oldful reserves the right to terminate or suspend services immediately without refund if:

- The User engages in abusive behavior towards staff.
- The home environment is deemed unsafe or hazardous.
- The User defaults on payment obligations.

#### **Governing Law and Jurisdiction**

These Terms shall be governed by the laws of India. Any disputes arising out of these Terms shall be subject to the exclusive jurisdiction of the courts in Bengaluru, Karnataka.

## **2. Statutory Disclosure**

### **STATUTORY DISCLOSURES**

*(E-Commerce) Rules, 2020)*

#### **Corporate Identity**

- **Legal Name of Entity:** OLDFUL GENTLORA ESTEEM LLP
- **Headquarters Address:** No 402-B 1TF, ITI HBCS Layout, Phase 3, Mysore Road Rajarajeshwari Nagar Bangalore 560039
- **Branch Office(s):** None
- **Contact Details:**
  - Email: [compliance@oldful.com](mailto:compliance@oldful.com)
  - Mobile: +91-94801-98108
  - Website: [www.oldful.com](http://www.oldful.com)

**Grievance Redressal Mechanism As per Rule 4(4) and Rule 4(5) of the Consumer Protection (E-Commerce) Rules, 2020.**

If you have a complaint regarding our services, privacy, or usage, please contact our designated officer:

- Name of Grievance Officer: SK Murgan
- Designation: Grievance Officer
- Email: [compliance@oldful.com](mailto:compliance@oldful.com)
- Phone: +91 94801-98108
- Address: No 402-B 1TF, ITI HBCS Layout, Phase 3, Mysore Road Rajarajeshwari Nagar Bangalore 560039

**Our Promise:**

- We will acknowledge your complaint within 48 hours.
- We will resolve the complaint within 1 month from the date of receipt.
- You will be issued a unique Ticket Number to track the status of your complaint.

**Nodal Officer (For Law Enforcement Coordination) As per Rule 4(1)(a) – Required for coordination with Police/Cyber Cells.**

- Name: SK Murgan
- Email: [compliance@oldful.com](mailto:compliance@oldful.com)
- Note: This officer is responsible for ensuring compliance with the provisions of the Act and coordinating with government agencies if required.

**Service Provider Details (Marketplace Disclosures) Where Oldful facilitates services through third-party partners (e.g., Physiotherapists, Labs, Cleaners):**

- Nature of Service: Oldful acts as a [Marketplace / Facilitator] for specific medical and home maintenance services.
- Partner Responsibility: The specific service provider (Seller) details, including their legal name and contact, will be provided to the User upon confirmation of booking.
- Country of Origin: All services provided and goods supplied (if any) are of Indian Origin unless specified otherwise.

**Pricing & Payments**

- Total Price: All subscription prices displayed on the website are the Single Figure Total including all compulsory charges, taxes (GST), and handling fees.
- Breakup: A breakup of the price (Base Fee + GST) is available at checkout.
- Refund Policy: [www.oldful.com/refund](http://www.oldful.com/refund)

### **3. Service Policy**

#### **SERVICE SCOPE & OPERATIONAL POLICY**

**Effective Date: 01/01/2026**

##### **Purpose**

To clearly define the duties, limitations, and operational protocols for Oldful Care Associates (Caregivers) and Care Managers to ensure professional, safe, and dignified care.

##### **Scope of Services (What We Do)**

Our Care Associates are trained to assist with the following:

###### **A. Personal Care (ADLs – Activities of Daily Living):**

- Hygiene: Bathing, sponging, grooming (hair/nails), and oral care.
- Toileting: Diaper changing, bedpan assistance, and catheter bag emptying (not insertion).
- Mobility: Assisting with walking, transfers (bed to wheelchair), and fall prevention.

###### **B. Health Support:**

- **Vitals Monitoring:** Checking BP, Sugar (Glucometer), Pulse, and Temperature.
  - **Medication Management:** Reminding and administering oral medicines as per the prescription.
  - **Exercise:** Assisting with basic physiotherapy exercises prescribed by a doctor.
- C. Nutritional Support:**
- Assisting with feeding (oral/tube feeding if qualified).
  - Light meal preparation *strictly for the patient* (e.g., tea, oats, soup, khichdi).
- D. Companionship:**
- Reading, conversation, accompanying on walks, and cognitive engagement activities.
- Service Exclusions (What We DO NOT Do)**
- To protect our staff and liability, Oldful Care Associates are strictly prohibited from performing the following tasks unless explicitly agreed upon in a premium package involving specialized staff:
- **Domestic Help:** We are *not* maids. Staff will not sweep/mop the entire house, wash family clothes, wash cars, or cook for other family members. (Cleaning is limited to the Patient's immediate area).
  - **Invasive Medical Procedures:** No injections (IV/IM), catheter insertion, or wound suturing unless the staff member is a Registered Nurse and a doctor's prescription is provided.
  - **Financial Handling:** Staff are forbidden from handling the Client's cash, credit cards, or ATM transactions.
  - **Heavy Lifting:** Moving heavy furniture or gas cylinders.
- Staff Welfare & Working Conditions**
- The Client agrees to the following conditions to ensure the Care Associate remains healthy and alert:
- **Rest Periods:**
    - 12-Hour Shift: 1 hour of break time for meals/rest.
    - 24-Hour (Live-in) Shift: Minimum 8 hours of sleep at night and 2 hours of break during the day. Continuous 24-hour wakefulness is not permitted.
  - **Food & Accommodation (For Live-in):**
    - The Client must provide clean, hygienic sleeping arrangements (bed/mattress) and access to a toilet.
    - Adequate food (3 meals + tea) must be provided, or a food allowance must be paid.
  - **Safety:** The environment must be free from harassment. We reserve the right to pull staff out immediately if they face verbal or physical abuse.
- Inventory & Consumables**
- **Client Responsibility:** The family must provide all necessary medical and hygiene supplies (e.g., Gloves, Sanitizers, Diapers, Glucometer strips, BP machine).
  - **Staff Usage:** Our staff will use these resources efficiently but are not liable for the cost of replenishment.
- Cross-Gender Care Policy**
- Oldful respects the dignity of the elder. Generally, we assign same-gender care (Male for Male, Female for Female) for personal hygiene tasks.
  - Exceptions are made only upon explicit written request by the family and consent from the staff member.
- Medical Disclaimer**
- Oldful Care Associates are caregivers, not doctors.
- In the event of a medical decision (e.g., "Should we increase the insulin dose?"), the staff will never make the decision. They will contact the Family or the Oldful Care Manager, who will consult the treating physician.

## 4. Privacy Policy

### Privacy Policy

Last Updated: 01/01/2026

#### Introduction

Oldful ("we," "our," or "us") is committed to protecting the privacy and dignity of our users ("you," "your," or "User"), particularly the elders and families we serve. This Privacy Policy outlines how Oldful collects, uses, discloses, and safeguards your information when you visit our website [www.oldful.com](http://www.oldful.com) or engage our elder care services.

This Policy is published in compliance with:

- **Section 43A of the Information Technology Act, 2000.**
- **Rule 4 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 (SPDI Rules).**
- **Digital Personal Data Protection Act, 2023 (DPDP Act) principles.**

#### Information We Collect

We collect information to provide comprehensive, personalized care. This includes:

##### A. Personal Information

- **Identity Details:** Name, age, gender, date of birth.
- **Contact Information:** Phone numbers, email addresses, residential addresses (for care delivery).

- **Emergency Contacts:** Names and phone numbers of family members or guardians.

**B. Sensitive Personal Data or Information (SPDI)**

Given the nature of elder care, we may collect:

- **Health Information:** Medical history, prescriptions, diagnostic reports, doctor details, physical and mental health conditions.
- **Dietary & Lifestyle Preferences:** Food restrictions, mobility requirements, and daily routine details necessary for caregiving.
- **Financial Information:** Bank account or credit card details (processed securely via third-party payment gateways for subscriptions/payments).

**C. Technical Data**

- IP address, browser type, operating system, and interaction logs when you visit our website.

**How We Use Your Information**

We use your data strictly for lawful purposes:

1. **Service Delivery:** To deploy caregivers, manage health subscriptions, and coordinate with third-party service providers (e.g., physiotherapists, housekeepers).
2. **Care Coordination:** To monitor the health status of the elder and update designated family members.
3. **Communication:** To send appointment reminders, subscription renewals, and emergency alerts.
4. **Quality Improvement:** To analyse service usage and improve our website and care plans.
5. **Legal Compliance:** To comply with court orders, applicable laws, or government mandates.

**Disclosure of Information**

We do not sell your personal data. We may share information only in the following circumstances:

- **Service Partners:** With vetted third parties (e.g., diagnostic labs, specialized caregivers, or maintenance professionals) strictly to fulfil the service requested.
- **Medical Professionals:** With doctors or hospitals in case of a medical emergency.
- **Legal Authorities:** If required by law or to protect the safety and rights of Oldful, our users, or the public.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, user data may be transferred as a business asset.

**Data Security**

We implement reasonable security practices and procedures as mandated by the IT Act, 2000 and international standards:

- **Encryption:** Sensitive data is encrypted during transmission.
- **Access Control:** Only authorized personnel (care managers) have access to sensitive health data on a need-to-know basis.
- **Secure Servers:** Our website and databases are hosted on secure servers with firewalls and regular security patches.

*Note: While we strive to use commercially acceptable means to protect your data, no method of transmission over the Internet is 100% secure.*

**User Rights**

As a user, you have the following rights regarding your data:

- **Right to Access:** You may request a summary of the personal data we hold about you.
- **Right to Correction:** You may request updates to inaccurate or incomplete medical or contact information.
- **Withdrawal of Consent:** You may withdraw your consent for data processing at any time by writing to us. Note that withdrawing consent may limit our ability to provide essential care services.

**Data Retention**

We retain your personal and health data only as long as necessary to:

1. Provide the agreed services.
2. Comply with legal obligations (e.g., tax laws requiring transaction records for a specific period).
3. Resolve disputes and enforce our agreements.

Upon termination of services, data will be securely deleted or anonymized in accordance with our retention policy.

**Cookies**

Our website uses cookies to enhance user experience. You can choose to disable cookies through your browser settings, though this may affect the functionality of our website.

**Grievance Redressal**

In accordance with the Information Technology Act, 2000, if you have any complaints or concerns regarding your privacy or data usage, please contact our Grievance Officer:

- **Name:** Mr. SK. Murgan
- **Designation:** Grievance Officer
- **Email:** [privacy@oldful.com](mailto:privacy@oldful.com)
- **Address:** OLDFUL GENTLORA ESTEEM LLP  
No 402-B 1TF, ITI HBCS Layout, Phase 3, Mysore Road Rajarajeshwari Nagar Bangalore 560039

#### **Updates to This Policy**

We may update this Privacy Policy to reflect changes in our practices or legal requirements. The “Last Updated” date at the top will indicate the latest revision. We encourage you to review this page periodically.

## **4. Refund Policy**

### **Refund Policy**

**Last Updated: 01/01/2026**

At Oldful, we strive to provide the highest quality of care for your loved ones. However, we understand that circumstances change. This policy outlines how cancellations, refunds, and adjustments are handled for our subscription plans and one-time services.

#### **Subscription Cancellations**

You may cancel your Oldful Care Subscription at any time. Refunds are processed based on when the cancellation request is received.

- **Cooling-Off Period (First 7 Days):**
  - If you cancel within the first 3 days of your *first-ever* subscription month, and no major service (like a doctor visit or heavy caregiving) has been consumed, we offer a 100% Refund (minus a nominal registration/setup fee of ₹999)
- **Mid-Cycle Cancellation:**
  - If you cancel after the cooling-off period, refunds are calculated on a Pro-Rata Basis.
  - Formula: (Total Fee Paid) – (Days of Service Used × Daily Rate) – (Cancellation Fee of ₹999 or 10% of balance) = Refund Amount.
  - Note: The “Daily Rate” is calculated based on the standard non-discounted monthly price.
- **Notice Period:**
  - We require a 3-day notice for cancellation to allow us to demobilize our caregivers and update our rosters. The subscription remains active and billable during this notice period.

#### **One-Time / Third-Party Services**

For ad-hoc services booked through Oldful (e.g., Physiotherapy, Lab Tests, Deep Cleaning):

- **Cancellations > 24 Hours in Advance:** 100% Refund.
- **Cancellations < 24 Hours in Advance:** 50% Refund (to compensate the professional for blocked time).
- **No-Show / Cancellation at Doorstep:** No Refund.
- Refunds Due to Service Failure (SLA Breach)**  
If Oldful fails to deliver the promised service as per our Service Level Agreement (SLA):
- **Missed Visits:** If a caregiver fails to show up and no backup is provided within the SLA timeframe, you are entitled to a 100% refund for that specific visit plus a service credit.
- **Quality Issues:** If a verified complaint regarding service quality is substantiated, we may offer a partial refund or free re-service at our discretion.

#### **The “Compassionate Clause” (Death or Hospitalization)**

We understand that elder care involves sensitive life transitions.

- **In the event of the Customer’s demise:** The subscription will be cancelled immediately upon notification. 100% of the unused balance will be refunded to the registered family member/nominee. No cancellation fees or notice period charges will apply.
- **Long-term Hospitalization:** If the elder is hospitalized for more than 15 days, you may pause the subscription. Unused days will be credited to your account for when they return home.

#### **Non-Refundable Items**

The following are strictly non-refundable:

- **One-time Registration/Onboarding Fees.**
- **Consumables purchased (e.g., adult diapers, medicines, medical supplies) that have been opened or used.**
- **Taxes (GST) collected and deposited to the government (unless the invoice itself is cancelled within the same month).**

#### **Processing of Refunds**

- **Timeline:** Refunds are typically processed within 5-7 business days after the cancellation is approved.
- **Method:** The amount will be credited back to the original source of payment (Bank Account / Credit Card / UPI). We cannot offer cash refunds.

#### **How to Request a Cancellation/Refund**

To initiate a request, please contact us:

- **Email:** [client@oldful.com](mailto:client@oldful.com) (Subject: Cancellation Request – (Customer ID))
- **Phone:** Call your dedicated Care Manager or our Billing Desk at +91-94801-98108

## 5. Disclaimer

### DISCLAIMER

Last Updated: 01/01/2026

#### No Medical Advice Disclaimer

The content provided on the Oldful website, including blogs, health tips, and care plans, is for informational purposes only.

- **Not a doctor:** Oldful is a care management company, not a hospital or a medical doctor. Our caregivers are trained for assistance, not for performing invasive medical procedures unless explicitly stated and performed by a qualified nurse/doctor.
- **Consult Professionals:** Always seek the advice of a physician or qualified health provider regarding medical conditions. Never disregard professional medical advice or delay seeking it because of something read on this Website.

#### Third-Party Service Disclaimer

Oldful may facilitate services provided by third-party vendors (such as physiotherapists, urban maintenance services, or diagnostic labs).

- **Independent Contractors:** These vendors are independent contractors and not employees of Oldful.
- **Liability:** While we exercise due diligence in selecting partners, Oldful assumes no responsibility or liability for any act, error, omission, or negligence committed by third-party providers.

#### “As Is” Warranty

The services and the website are provided on an “as is” and “as available” basis. Oldful makes no representations or warranties of any kind, express or implied, regarding the operation of the services or the information, content, or materials included.

#### Outcome Disclaimer

While Oldful strives to improve the quality of life for elders, we cannot guarantee specific health outcomes. Health conditions are complex and variable; therefore, deterioration of health due to natural causes or pre-existing conditions is not the liability of Oldful.

## 6. Contact Us

OLDFUL GENTLORA ESTEEM LLP

No 402-B 1TF, ITI HBCS Layout, Phase 3, Mysore Road Rajarajeshwari Nagar Bangalore  
560039

Phone: +918062180429

Email: client@oldful.com