

## **PRIVACY POLICY**

Please read this Policy before using the Company Platform, using the chatbot or submitting any personal information to the Company. By using the Company Platform, you provide your consent to the Company to collect, use and disclose User's personal information according to the rules and provisions of this Policy.

**1. Introduction:** This Privacy Policy sets out how StrideAide Pvt Ltd ("Company," "we," "our," or "us"), operator of D-PoC, collects, uses, stores, and protects the personal data of public users ("you") in accordance with the Digital Personal Data Protection Act, 2023 (DPDP Act) of India.

**2. Scope:** This Policy applies to all personal data collected through the StrideAide platform including patient profile information, content creation, patient engagement tools, and use of AI chatbot tools on the StrideAide platform.

**3. Collection of Data:** We may collect the following categories of personal data: identification data, including your name; contact data, such as your phone number, email, data relating to your health like photographs, test results as submitted by you, system usage data, including login activity, analytics, and platform behavior; AI interaction data, such as patient interaction data collected through chatbots and when entered by healthcare professionals. We shall only collect, process, and store data that is strictly necessary for providing the Services on the StrideAide platform.

We shall not be held liable either directly or indirectly for any false or misleading information shared by you. We shall also have the right to take legal action against you in the event you are found to have provided wrong or misleading information.

**4. Purpose of Processing:** We process personal data for providing you with medical diagnostic services, providing insights and analytics, enhancing platform functionality through usage analytics, and ensuring compliance with legal obligations and ethical standards.

**5. Analytics services:** We may engage third parties to perform analytics services on our behalf. These service providers may utilize cookies, web beacons, device identifiers, and similar technologies to gather data about your interactions with our Services, as well as other websites and applications. This data may include your IP address, browser type, mobile network details, pages visited, duration of visits, links clicked, and conversion metrics. Such information may be used by us and our partners to monitor trends, evaluate usage, and gain deeper insights into your online behavior.

Personal information collected through the platform, interactions with us outside the platform, if any, may be processed or stored in jurisdictions outside India. These transfers are undertaken only where necessary for the technical operation of the platform.

Any third-party processing such personal information must comply with the same data protection and security obligations as the Company and shall act in accordance with applicable laws.

**6. Mobile push notifications/alerts:** With your permission, we may deliver both promotional and non-promotional push notifications or alerts to your mobile device. You can disable these notifications at any time by adjusting your device's notification preferences.

**7. Consent:** Your consent is obtained digitally through opt-in mechanisms during registration or other specific actions. You may withdraw your consent at any time by contacting us or using StrideAide platform settings, subject to consequences of service limitation.

If you are under 18 years of age or a person with disability, you may use our Services on the platform only with the consent and under supervision of a parent or legal guardian.

**8. Data Sharing and Disclosure:** We do not sell or rent personal data. However, we may share data with government or regulatory authorities upon lawful request, with third-party service providers (e.g., hosting, analytics) under binding agreements, and internally with authorized personnel under strict confidentiality obligations for support and operational purposes.

**9. Data Storage and Security:** We use secure cloud infrastructure to store data within India and/or permitted jurisdictions. Our security practices include encryption, access controls, and regular audits. While we strive to ensure full protection, no system is completely immune to breaches.

**10. Data Retention:** We retain your data for as long as your account is active or as necessary for the purposes listed above. Data may be retained for a longer period if required by applicable laws.

**11. User rights:** Under the DPDP Act, 2023, you have the right to access your personal data, request corrections or updates, withdraw consent, request deletion (subject to legal retention requirements), and file a grievance with our Grievance Officer or the Data Protection Board as follows:

- **Access and Correction:** You can access a copy of the Personal information we hold about you and request corrections for the same.
- **Erasure:** You can request to delete your Personal information, subject to data retention as required by applicable laws.
- **Consent Withdrawal:** You can request to withdraw your consent and your information will no longer be processed by the Company.
- **Nomination:** You can nominate another individual to exercise your rights in the event of your death or incapacity.
- **Grievance Redressal:** For any concerns, please contact our Grievance Officer:  
Email: [strideaide@gmail.com](mailto:strideaide@gmail.com)  
Response Time: Within 7 working days

**14. Changes to this Policy:** We may update this Privacy Policy from time to time. Users will be notified of significant changes via email or in-app notice. Continued use of the platform indicates acceptance of updated terms. We recommend reviewing this Privacy Policy regularly

when accessing our Services to stay informed about how we handle your information and the options available to you.

**15. Contact information:** If you have questions or comments about our Privacy Policy, please email us at [strideaide@gmail.com](mailto:strideaide@gmail.com)

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