

Privacy Policy

This Privacy Policy (“Privacy Policy”) describes Medbikri Technologies Pvt Ltd’s (“Medbikri”), company incorporated under the corporate governance laws of India having CIN U72900KA2021PTC143126 with its registered office at No.1794/36, BHIVE HSR, 3, 27th Main Rd, 2nd Sector, HSR Layout, Bengaluru, Karnataka 560102, policies and procedures on the collection, use and disclosure of a User’s information pursuant to your use of the Medbikri Products, the Services and related mobile and software applications, whether existing now or in future. Medbikri is committed to ensuring that any use or sharing of your information with anyone shall be one only in accordance with the procedures described in this Privacy Policy. The capitalized terms used in this Privacy Policy, but not defined in this Privacy Policy, shall have the meaning given to such terms in the Terms of Services (defined herein after). Please read this Privacy Policy before using the site or submitting any personal information. By using Medbikri, it shall be deemed that the Users are expressly consenting to be bound by the terms and conditions described in this Privacy Policy.

1. Other applicable terms

This Privacy Policy is a part of and incorporated within, and is to be read along with the Terms of Service (the “Terms of Service”). The User may view these Terms of Service on any of our Medbikri Products

2. Policy changes

Medbikri may change and update this Privacy Policy from time to time. Such changes may be made without prior notice. The Users are encouraged to review this Privacy Policy before accessing the Medbikri Products to make sure that the User understands how any personal information provided by the User will be used.

3. Links to other websites

The procedures and practices set forth in this Privacy Policy describe the use and disclosure of User Information collected through Medbikri Products. These Medbikri Products may contain links to other websites. Any personal information about the User collected via User visits to such websites shall not be governed by this Privacy Policy. The User is encouraged to exercise caution and review the privacy policies applicable to such websites before accessing them. The User acknowledges that Medbikri shall not be responsible for and has no control over the practices and content of any website accessed using the links contained on the Medbikri Products.

4. Competency to contract

By agreeing to this Privacy Policy, a User (which such User is a natural Person) represents that the User is at least the age of majority i.e. 18 years, and is competent to contract. Additionally, where the User is registering on behalf of, and is the authorized representative of, a company, partnership or any other legal entity, such User has been duly authorized by such entity and is permitted under Applicable Laws to accept these Terms of Service. In case the User is a natural Person who is not of the age of majority or is not competent to

contract, the User may not use the Medbikri Products or provide any information to Medbikri through any of our Products.

5. Collection of information

Towards the provision of the Services and in cases where a User visits or uses the Medbikri Products, Medbikri shall collect the following information from a User (“User Information”):

5.1. Information given by the User: The User may be required to give us information (including sensitive personal information) about the User when creating or using an account on a Medbikri Product, or when corresponding with Medbikri by phone, e-mail or otherwise. The information you give us may include without limitation your name, photograph, postal address, e-mail address and phone number, details of any identification or address proof, details of any officially valid document, financial information, location details or other information required by Medbikri to provide the Services and protect against any illegal activities. We may also require additional information about a User in compliance of or as required under Applicable Laws;

5.2. Information collected about a User: With regard to a User’s use of any Medbikri Product, Medbikri may automatically collect and analyse technical information such as the IP address, login information, browser details, time zone setting, operating system and other similar information; or information about a User’s visit such as URL information, material or information viewed or searched by the User; page response times, download errors, length of visits to certain pages, page interaction information, methods used to browse away from the page, metadata such as location, date etc., and details of email address or phone number used to contact customer service; and

5.3. Information we receive from other sources: Medbikri may receive information about a User on its other products and services used by the User or from third parties such as advertising networks, analytics providers, search information providers. Medbikri may also collect information of Users.

6. Usage of User Information

User Information is used by Medbikri and its partners and service providers towards various business purposes which, amongst others, include: a. to facilitate the User’s requests and the Services; b. to undertake research and analytics for offering or improving Services, Medbikri Products, their security and service quality; c. to share with a User, updates on changes to Medbikri services and their terms and conditions and provide details of similar products and services; d. to aid strategic development, data collection and business analytics for Medbikri or its partners; e. to take up or investigate any complaints/claims/disputes; f. to respond to your queries or feedback submitted by the User; g. for conducting audits and for record keeping purposes; h. for complying with Applicable Laws including the directions of any Governmental Authorities; i. for selective offers and promotions; and j. for providing a personalized experience and to enhance a User’s experience in relation to the application or the website.

7. Storage of User Information

User Information in the possession and control of Medbikri is stored in accordance with Applicable Laws. Storage and transfer of User Information is carried out in compliance with all Applicable Laws, including without limitation, the Information Technology Act, 2000 and the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011. By using any of the Medbikri Products or Services, the User agrees and consents to the collection, storage and use of the User Information collected in the manner described in and in accordance with this Privacy Policy.

8. Dissemination of User Information

The User acknowledges that the User Information and other data may be exported outside of India, processed and stored in a foreign country or countries where it may be accessed by other entities. User Information may also be transferred in accordance with Applicable Laws to Governmental Authorities, to affiliates of Medbikri and any potential buyers of the shares or assets of Medbikri. Medbikri may also distribute User Information with other third parties, analytics providers and other third parties for provision of services to Medbikri and/or the Users by such third parties.

9. Information security

Medbikri takes various steps and measures to protect the User Information provided by a User from misuse, loss, unauthorized access, modification or disclosure. Medbikri uses industry-standard secure server layers encryption and access control on its systems. Do note that while Medbikri makes best possible efforts to securely store the User Information and data provided by a User, Medbikri does not guarantee that there will be no unintended disclosures of the User Information and data provided by a User on account of a data breach, unauthorized access, security failure etc. Medbikri cannot guarantee, give no warranties, and shall not be liable for breach of the security of User Information through the Medbikri Products due to malicious attacks, errors, commission or omissions not willfully initiated by Medbikri and any transmission is at the risk of the User.

10. Retention of User Information

Medbikri may, at its discretion, retain any User Information for as long as a User is active on the Medbikri Products, as required under agreements with Medbikri or as required under Applicable Laws. Medbikri shall not be responsible for any destruction of any User Information after the closure or termination of a User's account with Medbikri.

11. Cookie policy

A "cookie" is a packet of information stored on a browser by a server so it can be later read back. To improve the responsiveness of the site or application for the Users, Medbikri may use "cookies", or similar electronic tools to collect information. Note that information and data provided by a User may be collected in a "cookie" if the User has previously provided such information and data.

12. Local storage policy

To facilitate the provision of services by Medbikri to the User, Medbikri may store information locally on the device of the User. The User consents to the local storage of information on

the device of the User for the facilitation of the Services or provision of the Medbikri products by Medbikri.

13. Contact details

In case a User has any queries or any discrepancies / grievances with respect to the User Information provided by a User, in accordance with the Information Technology Act, 2000 and the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011, please contact Medbikri nodal officer by writing at: Name: Chushul Suri Email: chushul@medbikri.com Phone number: +91-7417047404 Address: Medbikri Technologies Pvt Ltd, No.1794/36, BHIVE HSR, 3, 27th Main Rd, 2nd Sector, HSR Layout, Bengaluru, Karnataka 560102

14. Updates to the Privacy Policy

Medbikri reserves the right, at any time, to add to, change, update, or modify this Privacy Policy. The latest Privacy Policy shall be available on this page.