Privacy Policy

My PRO 360 · Effective date: 12 October 2026

This Privacy Policy explains how **ZAPLOOM TECHNOLOGIES** ("we", "us", "our") collects, uses, shares and protects information when you use the **My PRO 360** mobile application (the "App"). The App is a patient referral platform for healthcare professionals, including general practitioners, specialists, hospitals, diagnostic centers and Patient Relationship Officers (PROs).

By using the App, you agree to the practices described in this policy. If you do not agree, please do not use the App.

1. Who can use the App

The App is intended only for healthcare professionals, healthcare organisations and their authorised representatives who are 18 years of age or older. It is not intended for use by patients directly or by children.

2. Information we collect

2.1 Information you provide about yourself

Type	Examples
Account details	Name, mobile number, user type (GP, specialist, hospital, diagnostic center or PRO), refer code
Professional details	Degree, specialty or category, medical registration number, years of experience, about/bio, time slots, leaves and availability
Organisation details	Hospital or diagnostic center name, address, facilities, contact person
Photos and documents	Profile photo, hospital or center logo, certification images
Social links	Links to your Facebook, Instagram or LinkedIn profiles, if you choose to add them
Payout details	UPI ID and withdrawal requests related to referral rewards, where applicable

2.2 Patient information you submit

When you refer a patient, you may enter the patient's name, mobile number, date of birth, gender, address, symptoms, notes and medical attachments (such as reports in PDF or DOC format). You are responsible for obtaining the patient's consent before sharing their information through the App. We process patient information only to deliver the referral to the doctor, hospital or diagnostic center you select.

2.3 Information collected automatically

- **Location:** with your permission, your device's precise location is used while you use the App to show nearby hospitals, doctors and diagnostic centers and their distance, and to set the location of a hospital or center during registration. We do not collect location in the background.
- **Device identifiers:** a device identifier and a push-notification token (Firebase Cloud Messaging) to keep you logged in securely and to send you notifications.
- **Activity in the App:** referrals you send and receive, their status, favourites, hospital links and join requests, and your referral rewards history.

3. How we use information

- To create and verify your account using a one-time password (OTP) sent to your mobile number
- To send, receive and track patient referrals between healthcare professionals
- To show directories of doctors, hospitals and diagnostic centers, including distance from you
- To send notifications about new referrals, referral status changes and hospital link requests
- To run the refer-and-earn programme, calculate rewards and process withdrawals
- To verify professional credentials and prevent fraud or misuse
- To provide customer support and respond to your requests
- To comply with legal obligations

We do not sell your personal information or patient information. We do not use it for advertising.

4. How information is shared

- **With other users, when you act:** when you refer a patient, the patient details and attachments are shared with the doctor, hospital or diagnostic center you select. Your professional profile (name, photo, degree, specialty, hospital and address) is visible to other registered users of the App.
- **With service providers:** we use trusted providers to run the App, such as cloud hosting, SMS/OTP delivery and Google Firebase Cloud Messaging for push notifications. They process data only on our instructions.
- **For legal reasons:** when required by law, court order or government authority, or to protect the rights, safety and property of our users or the public.
- **Business transfer:** if we are involved in a merger, acquisition or sale of assets, information may be transferred as part of that transaction, subject to this policy.

5. Data security

All data between the App and our servers is encrypted in transit using HTTPS (TLS). Access to personal and patient data is restricted to authorised personnel. No method of transmission or storage is completely secure, but we take reasonable measures to protect your information.

6. Data retention

We keep your account information for as long as your account is active. Referral records may be kept for a longer period where required for legal, regulatory or audit purposes. When you delete your account, we delete or anonymise your personal information within 30 days, except where we are required by law to keep it.

7. Your choices and rights

- **Access and update:** you can view and edit your profile at any time from the Profile screen.
- **Location:** you can turn off location permission in your device settings. Nearby search and distance will then not be available.
- **Notifications:** you can turn off notifications in your device settings.
- **Delete your account:** open the App, go to *Profile → menu (⋮) → Delete Account*. Your account and personal information will be deleted as described in Section 6.

Under applicable Indian law, including the Digital Personal Data Protection Act, 2023, you may have the right to access, correct and erase your personal data, to withdraw consent, and to raise a grievance. To use these rights, contact us using the details below.

8. Children's privacy

The App is not directed to children under 18. We do not knowingly collect personal information from children as users of the App. Patient information about minors may be entered only by a treating healthcare professional with the consent of a parent or guardian.

9. Changes to this policy

We may update this Privacy Policy from time to time. We will post the updated version on this page with a new effective date and, where appropriate, notify you in the App.

10. Contact us and grievance officer

ZAPLOOM TECHNOLOGIES
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