

Privacy Policy

General

Clinicsoft is an Online Clinic Management Mobile Application, made for the benefit of Doctors / Medical Practitioners for managing their Patients' records and their day to day Practicing related activities.

Clinicsoft follows very strict & comprehensive online privacy and the protection Policy for the Personal Information that a user might share with us. We have put in place elaborate security processes to ensure paramount security and privacy of healthcare information. Clinicsoft adheres to very strict and standardized practices in areas of Access Controls, Network Security, **Physical Security**, Information Security, Application Security, Operations Security and Business Continuity.

Clinicsoft is a law compliant mobile application and is in total conformity with the information technology related laws prevalent in India.

Personal Information

When the Registration Process of any user for creating a Clinicsoft account commences, the name and email address of such user would be required by the Service Provider and the user shall be prompted to choose a password, which shall be used exclusively for the purpose of providing access to the user account. The particulars like the name and email address furnished by the user shall be used to provide the user with the information relating to new services, releases, upcoming events and changes in this Privacy Policy Statement. The Service Provider shall not share the personal information of the user without the explicit consent from the user.

Protection of Health Information

We shall pay sincere and dedicated attention for the preservation and protection of the Health Information provided by the user during the use of the Clinicsoft Mobile application.

Usage Details

The usage details such as time, frequency, duration and pattern of use, features used and the amount of storage used shall be recorded by us in order to augment the user's experience of the Clinicsoft services and to help us provide the user the best achievable service.

Contents In The User-account

The Service Provider shall store and preserve the files, documents, mission and vision chart, messages and other data stored in the user account in our dedicated and secured cloud servers. In order to prevent loss of data due to errors or system failures, we also keep backup copies of data including the contents of the user account with the object of retrieving files and data even after deletion or termination of the user account. The user is assured in all earnestness that the contents of the user account shall be maintained in complete confidentiality and will not be disclosed. Such contents of the user account will not be accessible even to the staff of Clinicsoft except in those circumstances that are specifically mentioned in this Privacy Policy Statement and Terms of Services.

Financial Information

In case of payment based services we would seek for furnishing of credit card and / or other payment account information, which shall be used exclusively for processing payments. The financial information provided by the user will not be stored by us except for the name and address of the card holder, the expiry date and the last four digits of the Credit Card number. The financial information will be stored in encrypted form on secure servers when it becomes necessary for processing future payments, at the prior consent of the user. The secure servers of our reputed Payment Gateway Service Providers are legally obliged to treating the user's Personal Information in accordance with this Privacy Policy Statement.

Visitor Details

Whenever a visitor accesses our services we shall use the Internet Protocol address, device type, device language, referring URL, files accessed, errors generated, time zone, operating system and other visitor details collected in our log files to analyse the trends, administer the app, track visitor's movements and to improve our app for better user experience.

Notification Of Changes

Any changes to the Privacy Policy Statement will be posted on our app in order to keep the user informed of any changes in the nature of information collected, mode of collection, usage and sharing of information. The user shall be notified by email and shall be provided with the facility to opt out of any new exercises whenever the need arises to use Personal Information in a manner different from that described at the time it was collected. However, the user will not receive notification of minor changes to the Privacy Policy Statement. The user is at liberty to check and verify at our app, periodically, if concerned, about the method of use of Personal Information.

General Medical Information And User Forums

The general medical information made available on our web site or by the Clinicsoft application is only for informational and instructive purpose and shall not mean to represent medical advice. The user is strictly under obligation to have discussion with experts in medication, surgery etc., as the case maybe, for all health related questions, if any, about the treatment or health management provided to the patients. Clinicsoft shall not be responsible for any medical advice provided by the users (Doctors / Medical Practitioners / Medical consultants), employees or by the participants in the supported forums. The supported forums are created for discussion and support between fellow users, Doctors and Practitioners to the patients and not intended to provide advice about treatments.

Password Protection

All accesses to our applications are password protected. We strongly recommend against the divulgence or disclosure of password by the user to anyone and further recommend for updating the user's credentials on a regular basis. The user is cautioned to employ highest personal security while handling his password. Clinicsoft will never ask for the user's password through phone calls or emails, unsolicited. The user is advised to always ensure that the device used for this app is updated with the latest antivirus software that is capable of scanning files and emails for viruses and detecting spam, phishing or junk mails. Antivirus software is needed for protecting the user from viruses.

Emails

The Service Provider shall never use the email address of the user for any purpose other than to communicate with the user. The email address of the user may also be required in connection with the forgotten password or user account information. We will not use the email address of the user for any promotional and marketing purposes unless the user had opted for receiving such mails, at the time of account registration. Clinicsoft shall never share the email address of the users of its services with third parties.

Links From Our Mobile App

Some of the pages of our app may contain external links. The user is advised to verify the privacy terms and policies of such app. We are not responsible for the manner of use or misuse of information made available by the user in such other app. The users are discouraged from furnishing Personal Information, without assuring the suitability of the Privacy Policy Statement of other app/website.

Investigation Of Illegal Activity

We may require providing the access to the Personal Information and the contents of the user account like clinic registration details, to our employees and service providers, for the purpose of investigating any suspected illegal activity or probable violation, breach or abuse of the terms and conditions of Clinicsoft application. However, Clinicsoft will ensure due diligence for such access to be in compliance with this Privacy Policy Statement, high level of confidentiality and security.

Children's Online Privacy Protection

Anyone accessing the Clinicsoft app who has not yet attained 18 years of age should only use the app under the parents/guardians guidance, as we have no intention of accepting any information from individuals under the age of 18. The parents are also insisted on to track, monitor and supervise their children's on-line activity, vis-a-vis Clinicsoft app.

Questions & Concerns

Any questions or concerns regarding this Privacy Policy statement may please be addressed to us at clinicsoft@codearray.tech We shall respond to all inquiries within 30 days of receipt after ascertaining the identity of the sender.