



## **AAYUSH NRI LEPL HEALTHCARE PVT.LTD, VIJAYAWADA**

### **VIDEO CONSULTATION PORTAL – TERMS & CONDITIONS**

*The video consultation time may be varied from scheduled time since the natures of consultant responsibilities include serving emergency patients in healthcare. Solicit cooperation for delay, reschedule or cancel your appointments.*

#### **PRIVACY POLICY**

When you use Video consultation on Website, some personal information (including health records) is collected from you. We are committed to protecting the security of this information and safeguarding your privacy. This Privacy Policy may be revised from time to time and will be updated accordingly. In order to use the Online Video Consultation, you will be required to consent to the terms of the Privacy Policy as revised from time to time.

#### **1. INFORMATION COLLECTED AND MANNER OF COLLECTION**

- a. When you register on the website for self and or for your dependants, the following information is collected from you and stored on a server operated and managed by Softhealth India Pvt.Ltd on behalf of Aayush NRI LEPL Healthcare Pvt Ltd, Vijayawada as per agreement – name, gender, age, address, mobile number, Email ID, health record number, details of dependants etc.
- b. This information will be stored on the Server. The website assigns to the patient UMR number for subsequent hospital related transactions and this patient ID will be associated with any data or information uploaded from the website to the Server.

#### **2. USE OF INFORMATION**

The personal information collected from the user at the time of registration/use of the website under Clause 1(a) above, will be stored on the Server and only be used in anonymized form or, aggregated datasets for the purpose of generating reports, statistical visualisations for research, academic, public health and health delivery oriented purpose if ordered by Govt or any authorized agency only.

#### **3. RETENTION**

- a. All personal information collected from you under Clause 1(a) at the time of registration and later will be retained for as long as your UMR remains in existence and in sync with Aayush Video Consultation practice guidelines issued by Niti Aayog/Board of Governors MCI
- b. Nothing set out herein shall apply to medical reports, diagnoses or other medical information generated by medical professionals in the course of treatment.

#### **4. RIGHTS**

As a registered patient, you have the right to request to receive your personal and medical information and to add, remove or modify some registration information that you have supplied.

## 5. DATA SECURITY

The website is equipped with standard security features to protect the confidentiality and security of your information. Personal information provided at the time of registration is encrypted before being uploaded to the cloud where it is stored in a secure encrypted server.

## 6. DISCLOSURES AND TRANSFER

Save as otherwise set out in Clause 2 with respect to information provided to persons carrying out the intended medical and administrative interventions no personal information collected by the website will be disclosed or transferred to any third party.

## 7. MODIFICATION

Notwithstanding anything contained herein or the Terms of Use, Aayush Hospitals, Vijayawada reserves its right to add, update, change, edit, alter, amend, modify, review, revise, vary or substitute this Policy with or without prior notice. After the information has been created by the patient/User and in case there is any change in the information provided earlier, they can ask to edit their profile and make permissible modifications. ***User(s) are solely responsible for the information provided by them.***

## 8. THIRD PARTY TERMS

This Video Consultation module may provide certain services contemplated under Aayush Hospital Video Consultation module by itself or through third party/other service providers. It shall not in any way be responsible for the content, Terms of Use, Privacy Policy, the mode of operations of such third party/other service providers.

## 9. FORCE MAJEURE

Notwithstanding anything contained in this Policy or elsewhere, Aayush Hospitals, Vijayawada shall not be held responsible for any loss, damage or misuse of the User Information, if such loss, damage or misuse is attributable to a Force Majeure Event.

A "Force Majeure Event" is an event that is beyond the reasonable control of Aayush Hospitals, Vijayawada and includes, without limitation, fire, flood, explosion, acts of God, civil commotion, strikes, lock outs or industrial action of any kind, riots, insurrection, war, acts of government, power failure, sabotage, computer hacking, unauthorised access to computer data and storage device, system failure, virus, attacks, bugs, computer crashes, breach of security and encryption.

## 10. CANCELLATION POLICY

You have a right to ask for cancellation of your consultation with a valid reason. We will process your refund request and ***money will be credited in your account after 5-7 working days*** based on bank refund policy.

## 11. GRIEVANCES

If you have any concerns or questions in relation to this Privacy Policy, you may address them at [appointments@aayushhospitals.com](mailto:appointments@aayushhospitals.com) or [nrilleplhealthcare@gmail.com](mailto:nrilleplhealthcare@gmail.com) +91 8498061141, +91 9603959595

Date: 13<sup>th</sup> April 2022