

## **PRIVACY POLICY**

When you use eSanjeevaniOPD (**App**), 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 eSanjeevaniOPD, 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 App for self and or for your dependants, the following information is collected from you and stored on a server operated and managed by C-DAC Mohali – name, gender, age, address, mobile number, Email ID, health records, details of dependants etc.
- b. This information will be stored on the Server. The app assigns to the user an ID (patient) and will thereafter be used to identify you in all subsequent App related transactions and this patient ID will be associated with any data or information uploaded from the App to the Server.

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

The personal information collected from the user at the time of registration/use of the app 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.

### **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 account remains in existence and in sync with telemedicine practice guidelines issued by Niti Aayog/Board of Governors MCI and if any academic or medical or public health and administrative interventions have been commenced under Clause 2, for such period thereafter as is required.
- 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 user, you have the right to access your profile to add, remove or modify some registration information that you have supplied.

### **5. DATA SECURITY**

The App 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 App will be disclosed or transferred to any third party.

## **7. MODIFICATION**

Notwithstanding anything contained herein or the Terms of Use, eSanjeevaniOPD 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 profile has been created by the User and in case there is any change in the information provided earlier, the User can edit their profile and make permissible modifications. User(s) are solely responsible for the information provided by them.

## **8. THIRD PARTY TERMS**

eSanjeevaniOPD may provide certain services contemplated under eSanjeevaniOPD by itself or through third party/other service providers. eSanjeevaniOPD 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, eSanjeevaniOPD 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 eSanjeevaniOPD 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. GRIEVANCES**

If you have any concerns or questions in relation to this Privacy Policy, you may address them at [esanjeevaniopd@cdac.in](mailto:esanjeevaniopd@cdac.in)

Date: 12.06.2020