



Privacy Policy

Veera Healthcare Private Limited, the creator of this Privacy Policy ensures its commitment to Your privacy with regard to the protection of your information. This privacy policy contains information about Veera. In order to provide You with uninterrupted use of our services, We may collect and, in some circumstances, disclose information about you. Such information may be classified as personal information under the purview of Regulation 4 of the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011.

ANY CAPITALISED WORDS USED HENCEFORTH SHALL HAVE THE MEANING ACCORDED TO THEM UNDER THIS AGREEMENT. FURTHER, ALL HEADING USED HEREIN ARE ONLY FOR THE PURPOSE OF ARRANGING THE VARIOUS PROVISIONS OF THE AGREEMENT IN ANY MANNER. NEITHER THE USER NOR THE CREATERS OF THIS PRIVACY POLICY MAY USE THE HEADING TO INTERPRET THE PROVISIONS CONTAINED WITHIN IT IN ANY MANNER. THIS PRIVACY POLICY SHALL BE COTERMINOUS TO THE PRIVACY POLICY GOVERNING THE USE OF www.veerahealth.com.

1. DEFINITIONS

- a. “We”, “Our”, and “Us” shall mean and refer to the creators of this privacy policy.
- b. “You”, “Your”, “Yourself” and “User” shall mean and refer to natural and legal individuals who use the Application, including End-Users, Patients, general Users and Practitioners.
- c. “Application” shall mean and refer to Veera.
- d. “Personal Information” shall mean and refer to any personally identifiable information that We may collect from You.
- e. “Third Parties” refer to any application, website, company or individual apart from the User and the creator of the Application.

1. CONSENT:

1. You acknowledge that this Privacy Policy is a part of the Terms of Use of the Website and the other Services, by accessing the Website or Application or by otherwise providing Us Your Personal Information Yourself or through a Primary User or by making use of the Services provided by the

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Website or Application, You unconditionally signify Your (i) assent to the Privacy Policy, and (ii) consent to the Utilization of your Personal Information in accordance with the provisions of this Privacy Policy.

2. You acknowledge that You are providing Your Personal Information out of Your free will. If You use the Services on behalf of someone else (including but not limited to, Your child - minor or major or as a legal representative of an individual with mental illness) or an entity (such as Your employer), You represent that You are authorized by such individual or entity to (i) accept this Privacy Policy on such individual's or entity's behalf, and (ii) consent on behalf of such individual or entity to Our collection, use and disclosure of such individual's or entity's Personal Information as described in this Privacy Policy. Further, You hereby acknowledge that the Utilization of Your Personal Information by Veera Health is necessary for the purposes identified hereunder. You hereby consent that the Utilization of any Personal Information in accordance with the provisions of this Privacy Policy shall not cause any wrongful loss to You.
3. You consent to having your past consultation information (including prescriptions, scans, and instructions given by a doctor you previously consulted on the Veera application) accessed by doctors who you have booked a consultation with so that they get a comprehensive understanding of your medical history and can advise you accordingly based on previous diagnoses, medications, health conditions, allergies, etc.
4. **YOU HAVE THE OPTION NOT TO PROVIDE US THE PERSONAL INFORMATION SOUGHT TO BE COLLECTED. YOU WILL ALSO HAVE AN OPTION TO WITHDRAW YOUR CONSENT AT ANY POINT, PROVIDED SUCH WITHDRAWAL OF THE CONSENT IS INTIMATED TO US IN WRITING.** If You do not provide Us Your Personal Information or if You withdraw the consent to provide Us Your Personal Information at any point in time, We shall have the option not to fulfill the purposes for which the said Personal Information was sought and We may restrict You from using the Website, Application or Services.
5. Our Website or Application are not directed at children and minors and We do not knowingly collect any Personal Information from children and minors.

2. OVERVIEW

In order to use the services of this Application, You are required to register Yourself by verifying the authorized device. This Privacy Policy applies to your information that we collect and receive on and through Veera.

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By using this Application, you agree to the terms of this Privacy Policy. Please read the following Privacy Policy to understand how your personal information will be treated as you use this app and its services. The following discloses our information gathering and dissemination practices.

3. INFORMATION COLLECTED

We may collect the following information:

- a. Personal data of the User such as, but not limited to, Your name, Your age, date of birth, medical ailments
- b. The User's e-mail and contact information;
- c. The User's data sent across through the Application.

As a User of Veera, you may provide information about yourself and your health issues, including age, previous medication taken, previous medical conditions, allergies, etc.

The Information specified above and collected by us may be classified as 'Personal Information' or 'Sensitive Information' under the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011. Collection of information which has been designated as 'sensitive personal data or information' under the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules requires your express consent. By affirming your assent to this Privacy Policy, you provide your consent to such collection as required under applicable law. Our Services may be unavailable to you in the event such consent through an email is not given.

For Practitioners or health Providers using Veera, we would collect your Name, Education, Specialization, address of practicing hospitals/clinics, Contact information, achievements,) Location, etc.

4. **HOW WE COLLECT PERSONAL INFORMATION:** The methods by which We collect Your Personal Information include but are not limited to the following:
1. When You register on Our Website or Application,
 2. When You provide Your Personal Information to Us,
 3. During the course of Services provided to You by Us,
 4. When You use the features on Our Website or Application,

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5. Through Your device, once You have granted permissions to Our Application (discussed below),
6. Through HSP pursuant to consultation on the Website or the Application,
7. By the use of cookies (also discussed below),
8. We collect information that Your browser/app sends whenever You visit Our Website or Application, such as, the Log Data. In addition, We may use third party services such as Pixel that collect, monitor and analyze this. This information is kept completely secure.

5. OUR USE OF YOUR INFORMATION:

The information provided by You shall be used to contact You when necessary. For more details about the nature of such communications, please refer to our Terms of Service. We use Your tracking information to help identify you and to gather broad demographic information. The information is also used to customise your experience of using Veera.

We may release your Personal Information to a third-party in order to comply with a Court Order or other similar legal procedure, or when we believe in good faith that such disclosure is necessary to comply with the law; prevent imminent physical harm or financial loss; or investigate or take action regarding illegal activities, suspected fraud, or violations of Our Terms of Use. In case We are acquired by or merged with another company, We shall transfer information disclosed by You and information about You to the company we are acquired by or merge with.

The information made available by Patients is displayed to Practitioners and vice versa. The information collected from Practitioners is displayed on the Application to enable a User to connect with a Practitioner of their choice.

7. **PERMISSIONS:** Once You download and install Our Application, You may be prompted to grant certain permissions to allow the Application to perform certain actions on Your device. These actions include permission to:
 1. read/write/modify/delete data in relation to the Application on Your device's storage;
 2. view/access information relating to networks/access networks, including permission to send and receive data through such networks/access networks;
 3. determine Your approximate location from sources like, but not limited to, mobile towers and connected Wi-Fi networks;
 4. determine Your exact location from sources such as, but not limited to, GPS;
 5. view/access device information, including but not limited to the model number, IMEI number, operating system information and phone number of Your device;



6. access device information including device identification number required to send notification/push notifications.

6. DISCLOSURE OF YOUR INFORMATION TO THIRD PARTIES:

When you use our Application, we must provide some of your personal information to third parties to give you better services and for enhancement and visibility of our Application.

Due to the existing regulatory environment, we cannot ensure that all of your information shall never be disclosed in ways other than those described in this Privacy Policy. For example, but without limiting and foregoing, we may be forced to disclose Your Personal Information to the government, law enforcement agencies or other Third Parties. Under certain circumstances, Third Parties may unlawfully intercept or access transmission or private communications, or abuse or misuse Your Personal Information that they may collect from our Application. Therefore, we do not promise, and you should not expect, that your personally identifiable information or private communications would always remain private. We may share your personal information to those service providers and Practitioners with which you make arrangements through our app. We provide them with the Personal Information needed to make and complete the appointment / answer the query you pose.

1. We may share our data, including Your Personal Information, with our parent and/or subsidiaries that are committed to serving your needs through use of our Application and related services, throughout the world.
2. We cooperate with law enforcement inquiries, as well as other third parties to enforce laws, such as: intellectual property rights, fraud and other rights. We can, and You so authorise Us, disclose Your Personal Information to law enforcement and other government officials as We, in Our sole discretion, believe necessary or appropriate, in connection with an investigation of fraud, intellectual property infringements, or other activity that is illegal or may expose Us/ Us or You to any legal liability.

7. WEBSITE TERMS

By downloading and / or using this Application or our Website, you hereby agree to be bound by the Terms of Use / Service, Privacy Policy, and other Policies as set forth on the website veerahealth.com. It is hereby further specified that all the Terms and Policies on the Website shall be coterminous to these terms.