

Actozen Privacy Policy

Privacy Policy – Healtzen Services Private Limited

1. Introduction

Healtzen Services Private Limited (“us,” “we,” “Actozen,” or “Healtzen Services”) is committed to respecting the privacy rights of our customers, visitors, and other users of Actozen.com (the “Site”) and services provided by Healtzen Services Private Limited through the Site (collectively, the “Services”). We created this Privacy Policy (“Privacy Policy”) to give you confidence as you visit and use the Services, and to demonstrate our commitment to fair information practices and the protection of privacy. This Privacy Policy is only applicable to our Site and information obtained by us from any of our marketing affiliates, and not to any other websites that you may be able to access from the Site or any website of Healtzen Services Private Limited’s business partners, each of which may have data collection, storage, and use practices and policies that differ materially from this Privacy Policy. Your use of the Services is governed by this Privacy Policy and the [Terms of Use](#).

BY USING THE SITE, SERVICES, AND/OR BY REGISTERING WITH US, YOU ACCEPT THE PRACTICES AND POLICIES OUTLINED IN THIS PRIVACY POLICY, AND YOU HEREBY CONSENT THAT WE WILL TRACK, COLLECT, USE, AND SHARE YOUR INFORMATION IN THE FOLLOWING WAYS. IF YOU ARE REGISTERING AN ACCOUNT OR USING THE SERVICES ON BEHALF OF AN INDIVIDUAL OR ENTITY OTHER THAN YOURSELF, YOU REPRESENT THAT YOU ARE AUTHORIZED BY SUCH INDIVIDUAL OR ENTITY TO ACCEPT THIS PRIVACY POLICY ON SUCH INDIVIDUAL'S OR ENTITY'S BEHALF.

2. Privacy Policy Guidelines

This privacy policy is drafted in compliance with:

- Section 43A of the Information Technology Act, 2000;
- Rule 4 of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011 (the “SPI Rules”); and
- Rule 3(1) of the Information Technology (Intermediaries Guidelines) Rules, 2011.
- Rule 5 of the Information Technology (Procedure and Safeguard for Monitoring and Collecting Traffic Data or Information) Rules, 2009.

3. Personal Information Collected

In order for you to access certain areas of the Site or certain Services where it is important for us to know who you are so that we can best meet your needs, we may require you to provide us with certain information that personally identifies you (“Personal Information”). Personal Information includes, but is not restricted to, the following categories of information: (1) contact data (such as your e-mail address, phone number and Healtzen Services Private Limited password); (2) demographic data (such as your gender, your date of birth and your postal code); (3) your preferences and interests in health and wellness topics that you choose to share with us; (4) financial information such as bank accounts, credit and debit card details or other payment instrument details; (5) other information such as physical, psychological and mental condition, sexual orientation, biometric information or call data records; and (6) medical data (such as the previous doctors, dentists or other health care providers (“Providers”) you visited, your reason for visiting Providers, your date of visiting Providers, your medical history, and other medical and health information you choose to share

with us). If you communicate with us by, for example, e-mail or letter, any information provided in such communication may be collected as Personal Information.

4. Interactive and Installed Tools

We also collect other information, some of which may be Personal Information that you voluntarily provide to us when you choose to use some of the Services' interactive tools and services ("Interactive Tools"), such as searching for Providers, searching for available appointments with Providers, and completing medical history forms ("Medical History Forms") prior to Provider appointments. We also collect information you provide voluntarily in free-form text boxes on the Site and through responses to surveys, questionnaires and the like. Some of the free Interactive Tools on our Site ask you for health-related Personal Information. You may elect to use certain Services available through the Site that require you to download and install software on your computer ("Installed Tools"). The Installed Tools may collect and transmit information from your computer system solely relating to use of the Installed Tools and for the purpose of providing you the relevant Services, for example, by informing Healtzen Services Private Limited when a user is logged on and available to receive update or alert notices.

5. Cookies

We may use small computer files that are transferred to your computer's hard drive that contain information such as user ID, user preferences, lists of pages visited and activities conducted while browsing the Site ("Cookies") to help us improve our Site by tracking your navigation habits and to store some of your preferences. Generally, we use Cookies to customize your experience on our Site and to store your password so you do not have to re-enter it each time you visit the Site. Cookies do not allow our site to gain access to other information on your computer. At your option, expense and responsibility, you may block Cookies or delete Cookies from your hard drive. However, by disabling Cookies, you may not have access to the entire set of features of the Site.

In addition, our business partners may use Cookies to provide us with anonymous data and information regarding the use of our Services. Specifically, some of our business partners use Cookies to show Actozen ads on other sites on the internet as a result of you using the Services. Such Cookies do not contain any Personal Information.

Other Cookies used by our business partners may collect other non-personally identifying information, such as the computer's IP address, type of operating system, type of internet browsing software, what web pages were viewed at what time, the geographic location of your internet service provider and demographic information, such as gender and age range. This information is used to provide Healtzen Services Private Limited with more information about our users' demographics and internet behaviors.

We do not link the information stored in these Cookies directly to any of your Personal Information you submit while on the Site.

6. Website Analytics

We may use third party website analytics services in connection with the Services, for example, to record mouse clicks, mouse movements, scrolling activity, as well as any text that you type into the Site. These website analytics services do not collect Personal Information that you do not voluntarily enter into the Site. These services do not track your browsing habits across websites which do not use their services. We use the information collected from these services to find usability problems to make the Services easier to use. The recordings will never identify you or your account; they only record anonymous user information.

7. Traffic Data Collected

We automatically track and collect the following categories of information when you visit our Site: (1) IP addresses; (2) domain servers; (3) types of computers accessing the Site; (4) types of web browsers used to

access the Site; (5) referring source which may have sent you to the Site; and (6) other information associated with the interaction of your browser and the Site (collectively “Traffic Data”). Actozen ensures all effective checks in handling monitoring or collection of traffic data or information.

We store all Traffic Data and review postings indefinitely, even after “deletion,” and may archive such information elsewhere. We store all Personal Information until you request that we modify or delete it, in which case we may still retain certain Personal Information for the reasons described in Section 20 below.

8. Special Note for Parents and Children.

Website and the contents therein are intended for a general audience and not intended for utilization directly or independently by children under 18 years of age. If you are a child under the age of 18 years and desire to use this Website or consult a Doctor or purchase any products (if sold through this Website), please request your parents to complete the necessary registration formalities and complete the Transaction. Any use of this Website or any of its features by a child under the age of 18 years must be under parental supervision. Healtzen Services/ Actozen does not directly contact children under the age of 18 years for use of our website. Healtzen Services/ Actozen also does not knowingly collect Personal Information from any child under the age of 18 years. If you are below the age of 13 kindly do not use this website.

9. Healtzen Services Private Limited’s Use of Your Information

We may use your Personal Information to recommend certain resources or Providers. We may use your contact data to send you information about Healtzen Services Private Limited or our products or Services, to contact you when necessary, including to remind you of upcoming or follow-up appointments, and in conjunction with your use of certain Interactive Tools. We may use your demographic data, Traffic Data, insurance data or medical data to customize and tailor your experience through the Services, in emails and in other communications, displaying content that we think you might be interested in and according to your preferences. Use of the Services may require Healtzen Services Private Limited to use your Personal Information to allow your Providers to refer you to, and make appointments with, other Providers on your behalf. We may also use your anonymized Personal Information to run (or authorize third parties to run) statistical research on individual or aggregate health or medical trends. Such research would only use your Personal Information in an anonymous manner that cannot be tied directly back to you.

10. Sharing of Information

We share certain categories of information we collect from you in the ways described in this Privacy Policy, including as described below:

- You may choose to authorize Healtzen Services Private Limited to share your Personal Information with selected Providers. For example, if you elect to complete a Medical History Form using the Services in advance of an appointment, we may share your Medical History Form with your Providers if you agree that we may do so.
- We may share your contact data, Traffic Data, demographic data, insurance data and medical data with Providers you choose to schedule through the Services.
- In order to customize your advertising interactions, we may share Personal Information with marketing affiliates and other third parties only on an aggregate (i.e., anonymized) basis.
- We may share your anonymized Personal Information with third parties to enable them to run statistical research on individual or aggregate health or medical trends.
- We share Personal Information and Traffic Data with our business partners who assist us by performing core services (such as hosting, billing, fulfillment, or data storage and security) related to our operation of the Services and/or by making certain Interactive Tools available to our users. Those business

partners shall be bound to uphold the same standards of security and confidentiality that we have promised to you in this Privacy Policy, and they will only use your contact data and other Personal Information to carry out their specific business obligations to Healtzen Services Private Limited and to provide your requested medical care and services.

- We may share your contact data with our subcontractors to enable them to send you Actozen promotional materials. These subcontractors will only use your contact data to send you Actozen promotional materials.
- We may share certain marketing metrics including, but not limited to, anonymized Personal Information and non-personal Information, with our business partners to help determine the effectiveness of certain advertising campaigns.
- We may transfer information about you to another company in connection with a merger, sale or acquisition by or of Healtzen Services Private Limited. In this event, we will use reasonable efforts to notify you before information about you is transferred and becomes subject to a different privacy policy. Healtzen Services Private Limited does not share, sell, rent or trade your Personal Information with any third parties for their promotional purposes.
- We may disclose personal information to any third party by an order under the law.

12. User Choice

You may choose not to provide us with any Personal Information. In such an event, you can still access and use some of the Services; however you will not be able to access and use certain key features of the Services that require your Personal Information.

13. Confidentiality and Security

Except as otherwise provided in this Privacy Policy, we will keep your Personal Information private and will not share it with third parties, unless we believe in good faith that disclosure of your Personal Information or any other information we collect about you is necessary to: (1) comply with a court order or other legal process; (2) protect the rights, property or safety of Healtzen Services Private Limited or another party; (3) enforce our [Terms of Use](#); or (4) respond to claims that any posting or other content violates the rights of third-parties.

14. Doctors, Dentists, and Practitioners

Doctors, dentists, practitioners, their employees, and their agents should be particularly aware of their obligations of patient confidentiality, including without limitation their obligations under the Indian Medical Council Act, 1956, as amended upto date and Indian Medical Council Rules, 1957, as amendend upto date, both in communicating with Healtzen Services Private Limited and in responding to a review of their services posted on our Site. Healtzen Services Private Limited does not have, and will not accept, any obligations of confidentiality with respect to any communications other than those expressly stated in this Privacy Policy and Healtzen Services Private Limited's Terms of Use.

As part of the registration process for doctors, dentists, and practitioners on the website, certain information, including sensitive personal data or information will be collected. Personally identifiable information of the Doctors, dentists, and practitioners used to identify them on the website is exclusively owned by Healtzen Services Private Limited. Healtzen may use such information for commercial purposes and in an aggregated or non-personal form of research, statistical analysis and business intelligence purposes, and may sell or otherwise transfer such research, statistical or intelligence data in an aggregated or non-personally identifiable form to third parties and affiliates.

Actozen will not personally list any doctor, dentist, or practitioner or their personal information without registration and thorough verification of the doctor, dentist, or practitioner. Actozen makes every effort to

capture and reflect accurate data on the website. However, Actozen does not hold any liability for incorrect or incomplete information submitted by the doctor, dentist, or practitioner.

15. Patients

You may choose not to provide us with any Personal Information. In such an event, you can still access and use some of the Services; however you will not be able to access and use certain key features of the Services that require your Personal Information.

Patients' personally identifiable information they choose to provide on the website is used to help the patients describe/ identify themselves. Other information that does not personally identify the patients as an individual, is collected by Actozen from Patients and is exclusively owned by Actozen, which it may use in an aggregated or non-personally identifiable form of research, statistical analysis and business intelligence purposes, and may sell or otherwise transfer such research, statistical or intelligence data in an aggregated or non-personally identifiable form to third parties and affiliates. Should Actozen wish to use any personal data of the patients for a new purpose, it will always seek the patients' permission before doing so.

Actozen will communicate with Patients through email, phone, messages posted on the website, text messages, or any other form based on the Patients contact preferences. These preferences can be changed in the 'Account' section on www.actozen.com. All communications with Users will be recorded and archived for the purpose of administration of Services, research and development, and for user administration.

16. Public Information

Any information that you may reveal in a review posting or other online discussion or forum is intentionally open to the public and is not in any way private. You should think carefully before disclosing any personally identifiable information in any public forum. What you have written may be seen and/or collected by third parties and may be used by others in ways we are unable to control or predict. You do have the option of posting as an anonymous user, where your name and details will not be revealed on the post.

17. Security

Healtzen Services Private Limited has adequate security measures and tools in place to help protect against the loss, misuse, and alteration of the information under Healtzen Services control. Whenever any Visitor furnishes his/her credit card number, that credit card number is transmitted by the Visitors browser in an encrypted format using industry-standard, SSL (secure socket layer) encryption method. Even though, Healtzen Services Private Limited endeavors to protect its Visitors Personal Information, Healtzen Services Private Limited cannot guarantee the security of any information transmitted to Healtzen Services Private Limited, through or in connection with the website. If you have reason to believe that your interaction with Healtzen Services Private Limited is no longer secure (for example, if you feel that the security of any account you might have with Healtzen Services Private Limited has been compromised), you must immediately notify Healtzen Services Private Limited at the details mentioned below.

If we become aware that your Personal Information has been disclosed in a manner not in accordance with this Privacy Policy, we will use reasonable efforts to notify you of the nature and extent of the disclosure (to the extent we know that information) as soon as reasonably possible and as permitted by law.

18. Lost or Stolen Information

You must promptly notify us if your contact data is lost, stolen, or used without permission. In such an event, we will remove that contact data from your account and update our records accordingly.

19. Updates and Changes to Privacy Policy

We reserve the right, at any time, to add to, change, update, or modify this Privacy Policy so please review it frequently. If we do, then we will post the amended Privacy Policy on the Site; we may also attempt to notify you in some other way. In all cases, use of information we collect is subject to the Privacy Policy in effect at the time such information is collected.

This Policy represents the sole, authorized statement of Healtzen Services practices with respect to the collection of Personal Information through the Website and the manner of use of such information by Healtzen Services Private Limited. Any summaries of this Policy generated by third party software or otherwise (for example, in connection with the Platform for Privacy Preferences or "P3P") shall have no legal effect, shall not be binding on Healtzen Services Private Limited, shall not be relied upon in substitute for this Policy, and neither supersede nor modify this Policy.

20. Controlling Your Personal Information

As a registered user of the Services, you can modify some of the Personal Information you have included in your profile or change your username by logging in and accessing your account. Upon your request, Healtzen Services Private Limited will use commercially reasonable efforts to delete your account and the Personal Information in your profile; however, it may be impossible to remove your account without some residual information being retained by Healtzen Services Private Limited. Healtzen Services Private Limited has no obligation to delete any data or information you provide on a Medical History Form following termination of your account or the account of any Provider to whom your Medical History Form was submitted through the Services. Registered users who wish to close their account should email: contact@actozen.com

Actozen may require the User to pay with a credit card, debit card, cheque, bank online transfer or another financial mean. In such a case, Actozen will collect such User's credit card number, debit card number, and/or other financial institution information such as bank account numbers and will use that information for the billing and payment processes, including and not limited to the use and disclosure of such credit card number and information to third parties as necessary to complete such billing operations. Verification of credit information, however, is accomplished solely by the User through the authentication process. User's credit-card/ debit card details are transacted upon secure sites of approved payment gateways which are digitally under encryption, thereby providing the highest degree of care and security as per current technology.

21. Links to Other Websites

The Site contains links to third party websites to which Healtzen Services Private Limited has no affiliation. Healtzen Services Private Limited does not share your Personal Information with those websites and is not responsible for their privacy practices. Some websites may have the look and feel of our Site. Please be aware that you may be on a different site and that this Privacy Policy only covers our Site. A link to a non-Healtzen Services Private Limited website does not constitute or imply endorsement by Healtzen Services Private Limited. Additionally, we cannot guarantee the quality or accuracy of information presented on non-Healtzen Services Private Limited websites. Should you decide to visit one of these third party websites, we suggest that you read its privacy policy.

22. Consent/ Dispute

By using this Website, you consent to the terms of this Policy and to the use and management of Personal Information and Payment Information by Healtzen Services Private Limited for the purposes and in the manner herein provided. Should this Policy change, Healtzen Services Private Limited intends to take every

reasonable step to ensure that these changes are brought to your attention by posting the updated Policy on the Website. Your visit and any dispute over privacy are subject to this Policy. The said Policy shall be governed by and construed in accordance with the laws of the Republic of India. Further, it is irrevocably and unconditionally agreed that the courts of Delhi, India shall have exclusive jurisdiction to entertain any proceedings in relation to any disputes arising out of the same.

23. Contact

If you have any comments, grievance, concerns or questions about this Privacy Policy, please contact us at contact@actozen.com

or

Healtzen Services Private Limited

J-18 South Extension Part 1

New Delhi - 110049

India

Phone: (+91) 9650074888