

POLICIES – WEB APPTS- For Paid Appointments

The policies are for the patients that have booked their appointment online. This case can include two types of patients:

PO: Patients that have paid for their appointment online

PAV: Patients that have booked a free appointment online – pays at the visit

Cancellation Policy for OP & PAV

- Appointments can be cancelled only **1 day (date wise)** before the set date and time by the patient online, however the appointments can be cancelled at any time by the call center team / registration desk.
- Post cancellation the complete amount will be refunded to the patient (**NOT the registration amount**).
- No cancellation charge will be taken from the patient
- The patient shall be refunded the amount within 15 working days post cancellation request.

Rescheduling Policy for OP & PAV

- You are entitled to cancel the bookings made, prior to 24 hours from the appointment date and time. The amount will be refunded within 15 working days from the cancellation request.
- We use a third party payment gateway for processing payments due to us. The processing of payments will be subject to the terms, conditions and privacy policies of the payment gateway, in addition to these Terms. We don't control and are not liable for the security or performance of the payment gateway. You agree to pay us, through the payment gateway, all charges at the rates then in effect for any purchase in accordance with the applicable payment terms.

No Show Policy for OP: (To highlight the No show patients (paid or unpaid))

- If the patient has paid for an appointment and has not showed up for the same in the entire day, the transaction is refunded (**NOT the registration amount**). The cost of the transaction will only be deducted.

Refund Policy:

- If the patient wants to cancel the appointment then the cancellation policy follows

- If the patient has requested a refund, the request is sent to the admin, who investigates the concerns and then orders the refund.
- You are entitled to cancel the bookings made, prior to 24 hours from the appointment date and time. The amount will be refunded within 15 working days from the cancellation request.
- 1.99% of the total fee will be deducted for gateway charges .
- If cancel/reschedule/no show/ then refund will be done excluding registration charges
- The registration fee will be transferred to Paras Hospitals in order to register patient on Paras Platform and rest amount will be available for refund will be transferred to your bank account.
- To refund the whole amount including registration charges, an authorized mail will be required.
- We use a third party payment gateway for processing payments due to us. The processing of payments will be subject to the terms, conditions and privacy policies of the payment gateway, in addition to these Terms. We don't control and are not liable for the security or performance of the payment gateway. You agree to pay us, through the payment gateway, all charges at the rates then in effect for any purchase in accordance with the applicable payment terms.
- *For No show/Cancel/Reschedule online appointment – amount will be refunded for transaction done after 14th June 2018.

General Terms and Conditions

- You are requested to be present at least 15 minutes before from the appointment time.
- We will try to honor all the appointments, but in case of unforeseen circumstances beyond our control the appointment may be delayed or rescheduled.
- The appointment can be rescheduled or cancelled 24 hours before the appointment time. The rescheduling of the appointment can only be done online.
- In case user is not able to appear for the appointment after booking it online no refund will be processed. We are liable to forfeit the entire amount paid against the aforementioned booking.
- In case of Video Consultation for any reason whatsoever, the user does not log in to their assigned account, the Company is not liable to refund the amount paid against the said consultation.
- The refund is feasible after proper scrutiny and investigation of the available records of the authorized person of the Company in the following conditions:
 - In case of poor connectivity of the internet from our side;
 - Non-availability of the doctors during the given time;
 - The Dissatisfaction of the user with the consultation or with Doctor's interaction, the user can request for the refund.

PRIVACY POLICY

Paras Healthcare Private Limited (Paras), 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 'Paras Health Mate'. 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 capitalized 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 creators 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.parashospitals.com.

Definitions

“We”, “Our”, and “Us” shall mean and refer to the creators of this privacy policy.

“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.

“Application” shall mean and refer to 'Paras Health Mate'.

“Personal Information” shall mean and refer to any personally identifiable information that We may collect from you.

“Third Parties” refer to any application, website, company or individual apart from the User and the creator of the Application.

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 our App; it does not apply to practices of businesses that we do not own or control or people we do not employ.

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 Site and its services. The following discloses our information gathering and dissemination practices.

Information Collected

We may collect the following information:

- Personal data of the User such as, but not limited to, Your name, Your age, date of birth, occupation and gender;
- The User’s e-mail and contact information, GPS based location (if provided)
- The User’s tracking Information such as, but not limited to the device ID, Google Advertising ID and Android ID;
- The User’s data sent across through the Application.

As a User of the application, you may provide information about yourself, your spouse or family, your friends, their health issues, gender of the patient, age of the patient, previous medication taken, previous medical conditions, allergies, etc.

We respect the privacy of the users and has made their protection in all activities on the internet highest priority. That means: We commit ourselves to ensuring that we treat all information provided by you with the highest diligence and integrity. Despite regular controls a complete protection against all dangers is, however, not possible.

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 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 our application.

Disclosures

We may be required to disclose your Personal Information due to legal or regulatory requirements. In such instances, we reserve the right to disclose your personal information in order to comply with our legal obligations, including but not limited to complying with the Court Orders, warrants, subpoenas or other similar legal procedure, or when we believe in good faith that such disclosure is reasonably necessary to enforce these Terms and/or Privacy Policy; respond to claims that any Content violates the rights of third-parties; or protect the rights, property, or personal safety of Paras, our users or the general public; or we are in notice of any criminal activity being conducted via the Platform. You agree and acknowledge that we may not inform you prior to or after disclosures made according to this clause of the policy. If substantially all of our assets are sold or merged into another company, the acquiring company shall be given access to your personal information without your consent. If we sell only a part of our business, the acquiring entity shall have access to your personal information without your consent.

Website Terms

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

Grievance Redressal:

If you have any concern or grievance with respect to the Service, please e-mail us at contact@parashospitals.com and we will study the matter and take such action as we deem appropriate under the circumstances.

I have read and understood these Terms of Use (including the Privacy Policy and other notices on the Website / App) and agree to all of the provisions contained therein.