

My DawaiWala Privacy Policy

Please read this privacy policy carefully by accessing or using the website, you agree to be bound by the terms described herein and all the terms incorporated by reference. If you do not agree to all of these terms, do not use the website.

SwiftMeds Pharma Private Limited (“**SwiftMeds Pharma**”), a company incorporated under the Ministry of Corporate Affairs and having its registered office at *Ground Floor, 26/1A Ekbalpore Road, Kolkata 700 023, West Bengal*, is the owner of the brand **My DawaiWala** and web based platform ‘mydawaiwala.in’. The ‘Company’ is a licensee of the brand My Dawaiwala and the Platform, and is responsible for operating and managing the Platform under the license.

SwiftMeds Pharma Private Limited, “**WE**”, “**US**” or “**OUR**” refers to any of the Company(My DawaiWala) or SwiftMeds Pharma is dedicated to safeguarding the privacy and security of your personal information. The Privacy Policy delineates how we gather, utilize and protect your data when you engage with our website, mobile applications and services (“Services”).

This Privacy Policy outlines how your information is collected, stored, received, processed, disclosed, transferred, managed or otherwise handled by us. Please note that this Privacy Policy does not extend information provided by you to, or collected by, any third party through the Platform, or any Third-Party sites accessed or used by you in connection with the Services offered by the Platform.

By accessing the Platform or establishing/creating a user account (Account) on the Platform, you acknowledge and consent to abide by the terms and conditions outlined in this Privacy Policy. Additionally, you consent to our collection, storage, processing, transfer, and sharing of

information, including your Personal Information (as defined below), in accordance with this Privacy Policy.

Furthermore, if you are under the age of 18 years, you agree and recognize that you are accessing the Platform under the supervision of a parent or legal guardian who is of legal age to form a binding contract under the Indian Contract Act, 1872. You also acknowledge that such person has accepted this Privacy Policy on your behalf to bind you. Additionally, you affirm that you have their express permission to use the Services.

This Privacy Policy is an integral part of and subject to the terms of use available on the Platform ("Terms"), and should be interpreted in conjunction with the Terms. Any capitalized terms used herein but not defined in this Privacy Policy shall have the meanings ascribed to them in the Terms.

1. Information We Collect:

We may collect the following type of personal information:

- a. Personal Identifiers: Name, address, email address, phone number, date of birth, and government-issued identification details.
- b. Health Information: Prescription details, medical history, and other health-related information necessary for providing pharmacy services.
- c. Transaction Information: Payment details, Order history and other transaction-related data.
- d. Device Information: IP address, device type, operating system, and browser information

2. How we use Your Information:

We may use your personal information for the following purpose:

- a. Providing Services: Fulfilling orders, processing payments, and delivering medications to you
- b. Communication: Sending order confirmations, updates, and promotional offers
- c. Improving Services: Analyzing usage data to enhance our website and mobile application
- d. Compliance: Complying with legal obligations and regulations, including record-keeping requirements

You may be asked for the payment details to process payments for the Services. You may also be asked to provide certain additional information about Yourself on a case to case basis.

3. Information Sharing :

We may share your personal information for following purpose:

- a. Service Providers: Partnering with pharmacies, payment processors, and logistics providers to fulfill orders
- b. Legal Compliance: Responding to legal requests, enforcing our policies, and protecting our rights
- c. Business Transfers: Facilitating mergers, acquisitions, or asset sales involving our company

4. Data Security :

We implement industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

We take the security of your personal information seriously and have implemented appropriate technical and organizational measures to safeguard it against unauthorized access, disclosure, alteration, or destruction. These measures include :

a. Encryption: We use industry-standard encryption protocols to protect data transmission over the internet.

b. Access Controls: Access to your personal information is restricted to authorized personnel who require access to perform their duties.

c.Data Minimization: We collect and retain only the personal information necessary to fulfill the purposes outlined in this Privacy Policy.

d.Regular Audits: We conduct regular audits of our data security practices to ensure compliance with applicable laws and regulations.

e.Employee Training: Our employees undergo training on data protection and security practices to ensure awareness of their responsibilities.

If you have reason to believe that your interaction with us is no longer secure or if you suspect unauthorized access to your personal information, please notify us immediately using the contact information provided in the "Contact Us" section of this Privacy Policy.

5. Your Rights :

You also have the following rights regarding your information:

- a. Access: Request access to the personal information we hold about you
- b. Correction: Update or correct inaccuracies in your personal information
- c. Deletion: Request deletion of your personal information, subject to legal limitations
- d. Opt-out: Opt-out of marketing communications by following the instructions in promotional emails

6. Data Retention :

We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. The specific retention period may vary depending on the nature of the information and the purposes for which it is processed.

Once the retention period expires, we will securely delete or anonymize your personal information in a manner that prevents its reconstruction or identification, unless we are required by law to retain it for a longer period or if there is a legitimate business need to retain it.

If you have any questions about our data retention practices or wish to request deletion of your personal information, please contact us using the information provided in the "Contact Us" section of this Privacy Policy.

7. Legal Compliance :

This Privacy Policy is governed by and construed in accordance with the laws of India, and any disputes arising under or in connection with this policy shall be subject to the exclusive jurisdiction of the courts of India.

We are committed to complying with all applicable laws and regulations governing the collection, use, and protection of personal information. In particular, we adhere to the provisions of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and any other relevant laws and regulations applicable in India.

As a data controller, we ensure that:

a. Personal information is collected and processed lawfully, fairly, and transparently

b. Personal information is collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes

c. Adequate security measures are implemented to protect personal information against unauthorized access, disclosure, alteration, or destruction

d. Personal information is accurate, complete, and up-to-date to the extent necessary for the purposes for which it is processed

e. Personal information is retained only for as long as necessary to fulfill the purposes outlined in this Privacy Policy

8. Contact Us :

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at [contact email/phone number]

9. Changes to This Policy :

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website or mobile application. We reserve the right to update this Privacy Policy to comply with regulatory or administrative requirements. In the event of any significant changes to this Privacy Policy, we will make reasonable efforts to notify you, such as through prominent notice on the Platform or other communication channels on record. Your continued use of the Services after we publish or send notice of changes to this Privacy Policy shall constitute your consent to the updated Privacy Policy, to the extent permitted under applicable law.