

Privacy Policy of My DawaiWala (MDW)

Last Updated: 1st June 2025

1. Introduction

Welcome to **My DawaiWala** ("MDW", "we", or "us"). We operate two health-first services:

- **MDW Medicine:** 20-minute medicine delivery requiring valid prescription uploads.
- **MDW Wellness:** Holistic care including physiotherapy, nutrition, yoga therapy, and more.

This Privacy Policy explains how we collect, use, and safeguard your personal and health-related data. By using MDW services, you agree to the terms of this policy.

2. Information We Collect

A. For MDW Medicine:

- **Personal Details:** Name, contact info, delivery address, age, gender.
- **Medical Data:** Prescription images, medication history, dosage.
- **Payment Info:** Order history, encrypted card/payment gateway data.
- **Location:** Real-time GPS (only during active orders).

B. For MDW Wellness:

- **Health Records:** Injury reports, rehabilitation history, diet plans, therapist notes.
- **Consultation Data:** Audio/video teleconsultation recordings (stored securely).
- **App Usage Data:** IP address, device type, session patterns.

C. Automatically Collected Data (All Services):

- Cookies, device identifiers, crash logs, and analytics. See [Cookie Policy](#) below.

The primary goal in doing so is to provide You a safe, efficient, smooth, and customised experience on the Platform. The information collected allows Us to provide the services and/or features on the Platform that most likely meet Your needs, and to customize the Platform to make Your experience safer and easier. More importantly, while doing so, We collect the abovementioned Personal Information from You that We consider necessary for achieving this purpose

3. Purpose of Use

For MDW Medicine:

- Verify prescriptions (as per Drugs and Cosmetics Act).
- Process payments, track deliveries, and send alerts.
- Prevent fraud and ensure service reliability.

For MDW Wellness:

- Personalize care plans with verified providers.
- Ensure treatment continuity with patient-authorized sharing.

Common Purposes:

- Improve app performance and user experience.
 - Comply with legal, operational, and regulatory requirements.
 - Provide customer support and respond to grievances.
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4. Data Sharing & Third Parties

We only share data when essential:

- **Medicine Orders:** Shared with licensed pharmacists and delivery agents.
- **Wellness Data:** Accessible only to assigned therapists/nutritionists with consent.
- **Third-Party Services:**
 - Payment Gateways (e.g., Razorpay)
 - Cloud Hosting (AWS/GCP – with Indian-region servers)
 - Analytics Tools (e.g., Google Analytics)

Note: No health data is sold or shared for marketing.

Cross-service access (e.g., wellness providers seeing medicine history) requires **explicit user consent**.

Legal Compliance:

Data may be disclosed if legally mandated (e.g., court orders, audits).

5. Security Measures

We maintain industry-standard security:

- **Encryption:** All personal and health data is encrypted in transit and at rest.
- **Access Control:** Employees have role-based data access (e.g., delivery agents can't see wellness records).
- **Infrastructure:** Hosted on secured, HIPAA-aligned infrastructure (AWS/GCP India).

In case of a **data breach**, users will be notified within 72 hours with mitigation steps.

6. User Rights & Controls

You have full control over your data:

- **Access/Update:** Edit your profile through the app.
 - **Download/Port:** Request a copy of your prescription or wellness history (coming soon).
 - **Delete Account:** You may request deletion of your account and non-essential data.
 - **Restrict Sharing:** Limit therapist access to medical history.
 - **Marketing Opt-Out:** You may opt out of promotional messages (transactional alerts will continue).
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7. Retention Policy

- **Medicine Data:** Retained for 3 years as required by law.
 - **Wellness Data:** Automatically deleted after 5 years of inactivity unless required for ongoing care.
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8. Children's Privacy

Users under 18 are required to use MDW services only under **parental consent**. Prescription uploads act as an additional safeguard.

9. Grievances & Contact

For questions or complaints, reach our **Grievance Officer**:

Name: Md. Jafar

Email: grievance@mydawaiwala.com

Address: DD-222, Cameliya Apartments, Street Number 293, DD Block, Action Area 1, New Town, Kolkata 156

10. Policy Updates

We may update this policy as our services evolve. You will be notified of **material changes via app alert or email**. Continued use implies acceptance of the updated policy.

11. Changes To This Privacy Notice

Our business changes constantly and our Privacy Notice may also change . We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website and mobile application frequently to see recent changes. The updated version will be effective as soon as it is accessible. Any changes will be immediately posted on our website and mobile application and you are deemed to have accepted the terms of the updated Privacy Notice on your first use of our website or mobile application or first purchase of the products and/or services following the alterations. We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.

In general, You can browse the Platform without telling Us who You are or revealing any Personal Information about Yourself. In such a case, We will only collect and store the Non - Personal Information. Once You give Us Your Personal Information, You are not anonymous to Us. Wherever possible, while providing the information to Us, We indicate which fields are mandatory and which fields are optional for You. You always have the option to not provide the Personal Information to Us through the Platform by choosing to not use a particular Service or feature being provided on the Platform, which requires You to provide such information. We may automatically track certain information about You based upon Your behaviour on the Platform. We use this information to do internal research on Your demographics, interests, and behaviour to better understand, protect and prove service to You. This information is compiled and analysed by Us on an aggregated basis and not individually, in a manner that does not specifically identify You. If You choose to post messages on the Platform's message boards, chat rooms or other message areas or leave feedback, We will collect and store such information You provide to Us. We retain this information as necessary to resolve disputes, provide customer support, respond to queries, and inquiries, and troubleshoot problems and improve the services.

12. Keeping Data Secure

We will use technical and organisational measures to safeguard your Data and we store your Data on secure servers. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us by e-mail at our email address provided at Clause 16 below.

Cookie Policy

What Are Cookies?

Cookies are small text files stored on your device when you use our app or website. They help improve your experience and optimize performance.

This Cookie Policy ("Policy") is incorporated into and forms an integral part of Our Privacy Notice and Terms of Use. Any capitalized terms mentioned in this Policy but not explicitly defined here shall carry the meanings ascribed to them in the Privacy Notice.

Purpose of using Cookies?

We utilize cookies and other identification technologies for several purposes, including authenticating users, storing information about You (on Your device or in Your browser cache), tracking Your usage of Our services and the Platform, remembering user preferences and settings, assessing the popularity of content, delivering and evaluating the effectiveness of advertising campaigns, analyzing site traffic and trends, and gaining insights into the online behaviors and interests of individuals who avail Our services. Following are the indicative list of cookies and My DawaiWala retain the right to utilize similar and other cookies for the purpose specified hereinbelow:

Type	Purpose
Essential	Session management, login persistence, navigation.
Analytics	Understand user behavior, improve app design and routing.
Performance	Error tracking, load time monitoring.

Control Your Cookies

You may disable cookies through your browser/app settings. However, some features (like login persistence or real-time delivery tracking) may not function properly if cookies are blocked.