

# Privacy Policy

This Privacy Policy is applicable to all customers of MEDiLAB Diagnostics, a unit of Medifit Health and Fitness Private Limited (referred to as “the Company” / “we” / “us”). We are committed to protecting your personally identifiable information, including sensitive personal data (“Personal Information”), collected during your use of our services via our website and mobile application (collectively referred to as the “Website”).

The Company is dedicated to collecting, processing, and treating users’ Personal Information in compliance with the provisions of the Information Technology Act, 2000, and the Information Technology (Reasonable Security and Procedures and Sensitive Personal Data or Information) Rules, 2011 (“Data Protection Laws”).

Please carefully read this Privacy Policy before accessing or using the Website. By using the Website, you signify your agreement with this Privacy Policy. If you do not agree with the provisions of this Privacy Policy, please refrain from accessing the Website.

## 1. Scope of the Privacy Policy

This Privacy Policy outlines the guidelines and procedures followed by the Company in collecting, storing, utilizing, disclosing, or otherwise dealing with any Personal Information. By using the Website, you agree to be legally bound by this Privacy Policy.

Please note that this Privacy Policy does not apply to third-party websites linked on our Website. We encourage you to review the privacy policies of such third-party websites, as we do not control their practices.

## 2. Information Collected by the Company

We collect Personal Information provided by you during registration or while accessing our services. This may include name, contact details, medical history, and other relevant information necessary for our services.

Additionally, we may automatically track certain information based on your behaviour on our Website, such as IP address, browser information, and device details. We may also collect anonymous information through cookies, server log files, and other similar technologies to enhance user experience.

## 3. Use and Disclosure of Collected Information

Your Personal Information is used to facilitate your requests and improve our services. We may also use it to deliver targeted information, advertisements, and communications relevant to your interests.

We do not disclose Personal Information unless required by law or with your consent. Aggregate information may be shared with selected clients and partners without disclosing individual identities.

## 4. Access to Your Personal Information

You have the right to access, correct, or update your Personal Information collected by us. Please contact our Grievance Officer for any inquiries or requests regarding your Personal Information.

## **5. Other Websites**

We are not responsible for the privacy practices or content of third-party websites linked on our Website. Your use of such websites is at your own risk.

## **6. Payment-Related Information**

We do not access, store, or keep payment-related data. All payment transactions are conducted through secure third-party payment gateways.

## **7. Medical Advice Disclaimer**

Information provided on our Website is for informational purposes only and should not substitute professional medical advice, diagnosis, or treatment. We do not endorse specific tests, physicians, or procedures.

## **8. Report and Data Access**

Patient reports are used for billing and may be shared with healthcare professionals for diagnosis and treatment purposes. We ensure patient privacy is protected during this process.

## **9. Prohibited Activities**

Users are prohibited from engaging in certain activities outlined in our Terms and Conditions, including violating website integrity and submitting false information.

## **10. Assignability**

The Company may assign its responsibilities to any other party without notice. Users may not transfer their rights under this Privacy Policy without consent.

## **11. Amendments to the Privacy Policy**

We reserve the right to update this Privacy Policy at any time. Changes will be effective upon posting on the Website.

## **12. Grievance Officer**

For queries, corrections, or complaints regarding this Privacy Policy, please contact our Grievance Officer.

## **13. Governing Law and Dispute Resolution**

This Privacy Policy is governed by Indian law, and any disputes will be subject to arbitration in Chikkamagaluru.

## 14. Disclaimer

We do not access or store credit card data. We are not liable for any disclosure of Personal Information related to online transactions.

This Privacy Policy represents our commitment to protecting your Personal Information and ensuring transparency in our practices.

## Our Contacts

- MEDiLAB diagnostics, Sri Shankarmutt Road, Chikkamagaluru-577101
- MEDiLAB diagnostics, Vasavi Towers, Naidu street, Beside Head Post Office, Chikkamagaluru-577101
- **8762744099, 9243316016**  
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