

## **AMA GLOBAL MEDICAL AND TRAVEL ASSISTANCE (MTA)**

Version 1: August 01, 2023

**Please read this policy carefully before using the services of AMA MTA.**

In the following, Asia Medical Assistance Private Limited ("AMA", "us", "our" or "we") gives you an overview of what data we collect for what purpose and how we ensure the protection of your data when using our Application/Website and services. We take the protection of your privacy and personal data very seriously and treat them strictly confidentially in accordance with the statutory data protection regulations and this data protection guideline.

You agree that You are providing all information to us by your express consent and You have read, understood, and agree with the privacy practices described in this Privacy Policy, and the Terms and Conditions and the collection, storage and processing of Your information in accordance with them.

### **Who we are?**

This Privacy Policy applies to any personal data processed by Asia Medical Assistance Private Limited having its corporate office address at DLF City, Phase-2, MG Road, Gurugram, Haryana- 122002, India, being the data controller of all processing activities in connection with our services.

### **How to contact us?**

Questions, comments and requests regarding this Privacy Policy are welcome and should be addressed to [dpo@asiamedassist.org](mailto:dpo@asiamedassist.org).

### **What Personal Data do we collect?**

“Personal information” is any information that can be used by itself to uniquely identify, contact, or locate a person, or can be used with information available from other sources to uniquely identify an individual.

Personal information collected and/or held by us may include but is not limited to:

- i. Name;
- ii. Email address;
- iii. Address (including country and ZIP/ postal code);
- iv. Gender;
- v. Age;
- vi. Phone number;
- vii. Your and your family' medical history;

- viii. general data about your health (optional) such as smoking, increased blood pressure, diabetes, and pregnancy status etc.
- ix. general data about your health (optional) such as smoking, increased blood pressure, diabetes, and pregnancy status etc
- x. Health status, laboratory testing results, details of medical practitioner issuing the prescription;
- xi. Details of treatment plans and medication prescribed by a Medical Practitioner etc
- xii. Any other information required by AMA to provide you required Services

### How will personal data be processed?

Your data will be used and processed for the following purposes:

We may use Personal Data in order to provide our Application/Website or Services, other than in performing our contractual obligations to you, for our “legitimate interests” for the purposes of applicable law, except where our interests are overridden by the interests or fundamental rights and freedom of the data subject. Our legitimate interests may include:

- To maintain the Application/Website and provide the Services, including for technical support, to facilitate the provision of the Services to you.
- To administer your Member account and Services, including verifying your identity and to authenticate and authorize access to the Application/Website and Services.
- To communicate with you regarding the Services, including to send you communications and to provide you important notices regarding Service updates, this Policy, and our Terms and Conditions.
- To provide customer support and address and respond to your requests, inquiries, and complaints.
- To develop, provide, and improve the Application/Website and Services, including to improve the features, performance, and support of the Application/Website and Services (including cookies and similar technologies), and for statistical and analytical purposes.
- To periodically send you informational emails and messages about new products or other information which we believe may be of interest and benefit to you.
- To contact you for research purposes (via your email address).
- To protect the security of our Service, servers, network systems and databases or to protect our users, members and affiliates against liability or harm.
- To implement and enforce our Terms and Conditions, this Policy, or agreements with third parties.
- For internal training, assessment, review and evaluation purposes

### For performance of contractual obligations

We may use Personal Data to perform our contractual obligations, including:

- To provide you with the Services.
- To communicate with you regarding the Service, including sending you communications, if needed.
- To provide your Personal Data to our service providers.
- For internal record keeping purposes related to purchases, audits and transactions.

### Consent

In some cases where we are not already authorized to process your Personal Data under applicable law, we may ask for your consent to process your Personal Data, including:

### Special Categories of Personal Data

We may need to collect certain special categories of Personal Data from Members in order to provide the Services. We will only process such information with your explicit consent as required by law, which is obtained separately when you register for our Service and utilize our Services.

### Communications

To periodically send you informational emails and messages about new products or other information which we believe may be of interest and benefit to you and for other purposes. You can adjust your communication preferences in your account settings or by unsubscribing to our emails and messages.

### Legal obligations

We control and process your personal data as needed to comply with applicable laws and regulations and; confidentiality norms.

### **Your rights**

- i. You have certain rights with regard to the use of your personal data, which you can apply at any time and without any disadvantages.
- ii. You have the right to revoke your consent to the use of data at any time with effect for the future if such data processing is based on your consent.
- iii. You have the right to access the data stored by us and the right to correct your data if it is incorrect.

- iv. You have the right to object to the processing of your personal data, e.g. if your personal data is used for direct marketing purposes.
- v. You have the right at any time to request information about the stored data and can demand the correction in the event of incorrect data storage.

### **Third party service providers used by us**

When using the Application/Website and services, data may be processed by third parties commissioned by us, e.g. third party healthcare professional, service partners, service providers, third party technology providers, our group entities etc. Please note that they have their own privacy policies and that we do not accept any responsibility or liability for their policies or processing of your personal data.

### **Implications of not providing your personal data and or withdrawing consent**

If you do not provide personal information or withdraw consent, we may not be able to provide you our products, services and assistance.

### **Data quality**

We encourage you to access your personal data through your account from time to time to ensure that it is up to date. We take reasonable steps to keep the personal data we possess accurate and to take required action for incorrect or unnecessary personal data.

### **How long will your data be retained?**

We will retain the above data for as long as necessary to provide the services to you, to address specific issues that may arise, or as otherwise required by law or by a responsible regulatory authority. As soon as your account is terminated or deactivated, we will delete the personal data relating to your account within applicable timeframe. Some personal information may need to be retained longer to ensure that AMA can comply with applicable law and internal compliance procedures, including storing your email address to suppress communications if you choose not to receive further communications. Storing periods are based on business requirements.

### **Data security and encryption**

All the personal data is hosted on GDPR and HIPAA regulations compliant servers. All the commercially reasonable standards customarily in place in the industry, for usage, back-up storage and security for all electronic data and other information are maintained at all times.

We shall establish and maintain all the reasonable electronic and physical safeguards against unauthorized access, destruction, loss, accidental or unauthorized deletion, disclosure or alteration of any personal data or confidential information under applicable GDPR and HIPAA regulations.

### **Severability**

If any court or competent authority finds that any provision of this Privacy Policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Privacy Policy will not be affected.

### **Changes to this Privacy Policy**

We may update this Policy from time to time. Your acceptance of any changes to this Policy is indicated by your continued use of our Application/Website and the Services. We encourage you to periodically review our Application/Website and the Services and this Policy for any changes.