

PRIVACY POLICY

VOHRA NEUROPSYCHIATRY CENTRE PVT. LTD.

(drvohras.com / vohranc.com)

Effective Date: 1 January 2025

Last Updated: 5 March 2026

1. INTRODUCTION

Vohra Neuropsychiatry Centre Pvt. Ltd. ("VNCPL," "We," "Us," or "Our") is committed to protecting your privacy and the confidentiality of your personal and health information. This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our website drvohras.com and our services.

By using our Website or Services, you consent to the practices described in this Privacy Policy.

2. INFORMATION WE COLLECT

2.1 Information You Provide

- Identity Information: Name, date of birth, gender, photograph, government ID details
- Contact Information: Email address, phone number, postal address
- Account Information: Username, password, account preferences
- Health Information: Medical history, psychiatric history, symptoms, diagnoses, treatment plans, prescriptions, therapy notes, psychological assessments
- Payment Information: Billing address, payment card details (processed by third-party gateways)
- Communication Data: Messages, chat transcripts, email correspondence, video/audio recordings of consultations

2.2 Information Collected Automatically

- Device Information: IP address, browser type, operating system, device identifiers
- Usage Information: Pages visited, time spent, click patterns, referral sources
- Location Information: General geographic location based on IP address
- Cookies and Tracking Technologies: See Cookie Policy section below

3. HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

- Service Delivery: To provide psychiatric, psychological, and mental health services; schedule appointments; facilitate consultations; process prescriptions
- Communication: To send appointment reminders, treatment updates, service notifications, and respond to inquiries
- Payment Processing: To process payments, issue invoices, and manage billing
- Quality Improvement: To improve our services, train staff, and enhance user experience
- Research and Analytics: To conduct research, analyze trends, and generate insights using

anonymized or aggregated data

- AI and Machine Learning: To train, develop, and improve artificial intelligence and machine learning models using anonymized, de-identified, or aggregated data
- Legal Compliance: To comply with applicable laws, regulations, and legal processes
- Security: To protect our systems, prevent fraud, and ensure safety

4. USE OF DATA FOR AI AND MACHINE LEARNING

4.1 AI Training Disclosure

IMPORTANT NOTICE: By using our Services, you acknowledge and consent that VNCPL may use data collected through the Website and Services to train, develop, improve, and validate artificial intelligence (AI) and machine learning (ML) models and algorithms.

4.2 Data Anonymization

Before using any data for AI/ML purposes, we will:

- Remove or mask direct identifiers (name, contact details, ID numbers);
- Apply de-identification techniques to prevent re-identification;
- Aggregate data where appropriate;
- Implement technical safeguards to protect data during processing.

4.3 Purposes of AI Training

AI/ML models may be developed for:

- Improving diagnostic accuracy and clinical decision support;
- Enhancing treatment recommendations;
- Developing mental health screening tools;
- Advancing psychiatric research;
- Improving operational efficiency;
- Creating AI-powered support tools.

4.4 Your Rights

You may request that your data not be used for AI training purposes by contacting us. However, data that has already been anonymized and incorporated into models cannot be extracted or deleted.

5. DISCLOSURE OF INFORMATION

5.1 Authorized Disclosures

By using our Services, you acknowledge and consent that we may disclose, share, transfer, or sell your information, including Personal Data and health information, to the following parties for the purposes described:

- Healthcare Professionals: Experts providing services to you through our platform
- Service Providers: Third parties who assist us with payment processing, hosting, analytics, and other operational services
- Employers and HR Departments: When services are provided through corporate wellness programs, employee assistance programs, or when you have been referred by your employer

- Insurance Companies: For claims processing, verification, or as required for coverage purposes
- Family Members or Guardians: When clinically appropriate, for minors, or when necessary for continuity of care
- Business Partners: Third parties with whom we collaborate for service delivery, research, or commercial purposes
- Legal Requirements: When required by law, court order, or government authority
- Emergency Situations: To prevent imminent harm to you or others
- Business Transfers: In connection with merger, acquisition, reorganization, or sale of assets
- Third-Party Purchasers: We may sell, license, or otherwise transfer anonymized, de-identified, or aggregated data to third parties for research, analytics, commercial, or other lawful purposes

5.2 Your Consent

By using our Services, you expressly consent to the disclosure of your information as described above. If you do not consent to such disclosures, you should not use our Services.

6. DATA SECURITY

We implement appropriate technical and organizational measures to protect your information, including encryption of data in transit and at rest, access controls, secure authentication, regular security assessments, and employee training. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

7. DATA RETENTION

We retain your data for:

- Medical records (adults): Minimum 3 years from last treatment, or as required by law
- Medical records (minors): Until age 25 or 3 years from last treatment, whichever is longer
- Financial records: 7 years
- Communication records: 3 years

After retention periods, data may be securely deleted or anonymized.

8. INTERNATIONAL DATA TRANSFERS

Your data is stored and processed in India. By using our Services from outside India (including UAE, UK, USA), you consent to the transfer of your data to India, where data protection laws may differ from your jurisdiction. We implement appropriate safeguards for international transfers.

9. JURISDICTION-SPECIFIC PROVISIONS

9.1 India

We process data in accordance with the Information Technology Act, 2000, IT Rules, 2011, and the Digital Personal Data Protection Act, 2023 (as applicable).

9.2 United Arab Emirates

We acknowledge UAE Federal Decree-Law No. 45/2021 on Personal Data Protection. Services originate from India and are governed by Indian law. By using Services from UAE, you consent to data processing

in India.

9.3 United Kingdom

We acknowledge UK GDPR and Data Protection Act 2018. The legal basis for processing is your explicit consent. You have rights to access, rectify, erase, restrict processing, data portability, and object. You may lodge complaints with the ICO. Services originate from India and are governed by Indian law.

9.4 United States

We acknowledge various US privacy laws including HIPAA and CCPA. VNCPL is an Indian entity and is not a "covered entity" under HIPAA. Services originate from India and are governed by Indian law.

10. COOKIE POLICY

10.1 What Are Cookies

Cookies are small text files stored on your device when you visit our Website. They help us provide, improve, and secure our services.

10.2 Types of Cookies We Use

- Strictly Necessary Cookies: Essential for Website operation (authentication, security)
- Performance Cookies: Collect information about Website usage to improve performance
- Functionality Cookies: Remember your preferences and settings
- Analytics Cookies: Help us understand user behavior through aggregated data

10.3 Managing Cookies

You can manage cookie preferences through your browser settings. Disabling certain cookies may affect Website functionality. By continuing to use our Website, you consent to our use of cookies as described.

11. YOUR RIGHTS

Depending on your jurisdiction, you may have the following rights:

- Access: Request a copy of your Personal Data
- Correction: Request correction of inaccurate data
- Deletion: Request deletion of your data (subject to legal retention requirements)
- Restriction: Request restriction of processing
- Portability: Request transfer of your data
- Objection: Object to certain processing activities
- Withdraw Consent: Withdraw consent at any time

To exercise any rights, contact us using the information below. We will respond within the timeframe required by applicable law.

12. DATA BREACH NOTIFICATION

In the event of a data breach affecting your Personal Data, we will notify you and applicable regulatory authorities as required by law, typically within seventy-two (72) hours of becoming aware of the breach.

13. CHILDREN'S PRIVACY

Our Services are not intended for children under 18 without parental consent. If we learn that we have collected Personal Data from a child without parental consent, we will take steps to delete such information.

14. THIRD-PARTY LINKS

Our Website may contain links to third-party websites. We are not responsible for the privacy practices of such websites. We encourage you to read their privacy policies.

15. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated "Last Updated" date. Your continued use after changes constitutes acceptance of the modified policy.

16. CONTACT US

For questions, concerns, or to exercise your rights:

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New Delhi, India

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