Privacy Notice

This Privacy Notice explains how MediRoute Kerala collects, uses, shares and protects your personal data. It forms part of the Patient Service Agreement and is available in English and Arabic. Version 1.0, effective 4 November 2026.

1. Who we are. MediRoute Kerala, a partnership firm, Building No. VI/704 B, Manafiya Road, Kavungalparambu, Vengola P.O., Ernakulam District, Kerala 683556, India, processes your personal data as a Data Fiduciary under the Digital Personal Data Protection Act, 2023. Our contact details are set out in section 8.

2. What data we collect. We collect the following categories of personal data:

(a) Identity and contact data: your full name, date of birth, nationality, passport number, residential address, telephone number and email address.

(b) Health data: medical records, diagnostic reports, prescriptions, treatment plans and any other health information you or your referring physician provide to us for the purpose of coordinating your medical care in India.

(c) Travel and immigration data: passport copy, visa documents, travel itinerary and accommodation details.

(d) Financial data: payment method details and transaction records.

3. Why we collect it. Your data is collected and processed only for the following purposes:

(a) coordinating your medical treatment in India, including forwarding your medical records to hospitals and specialists;

(b) arranging travel, accommodation and transport services;

(c) preparing and processing visa invitation and support documents;

(d) billing, invoicing and processing payments and refunds; and

(e) complying with applicable laws, including tax and immigration requirements.

4. Legal basis and consent. We process your personal data only with your consent, which you give by accepting the Agreement and this Privacy Notice. You may withdraw consent at any time by contacting our Grievance Officer (section 8). Withdrawal of consent does not affect processing carried out before withdrawal, but it may mean we can no longer provide some or all of our services to you.

Children. If the patient is under 18, we process the child's personal data only with the verifiable consent of a parent or lawful guardian, who accepts the Agreement and this Privacy Notice on the child's behalf and confirms their authority. We may ask for proof of that authority.

5. Who we share it with. Your personal data is shared only with the following categories of recipients, and only after obtaining your specific consent:

(a) hospitals, clinics and medical professionals in India involved in your treatment;

(b) translators and interpreters engaged for your care;

(c) transport operators and accommodation providers, to the extent necessary to arrange services you have requested; and

(d) government authorities, where required by law (for example immigration, tax or law enforcement).

We do not sell your data. We do not share your data with any person or entity not listed above without your prior consent.

Website chat assistant. If you use the chat assistant on our website, we process the questions you type and basic technical data (such as your IP address, browser and device type, and the time of the chat). This data is processed by our chat service provider (Botpress) and the AI service it uses, which may be located outside India, only to answer your questions and to keep the chat working securely. We will not transfer your data to any country or territory to which the Central Government has restricted transfers under the Digital Personal Data Protection Act, 2023. Before the chat starts, you are shown a short notice

and asked to click “I agree” to continue. Please do not type medical or personal details in the chat; send them to us on WhatsApp or by email instead.

6. Retention. We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable law. Medical records are retained for the period required by the applicable medical records rules. Once the purpose is fulfilled and the retention period has expired, your data is securely erased.

7. Your rights. Under the Digital Personal Data Protection Act, 2023, you have the right to:

(a) access a summary of the personal data we hold about you and the processing we carry out;

(b) request correction of inaccurate or incomplete data;

(c) request erasure of your data once the purpose of collection is fulfilled, subject to legal retention obligations;

(d) withdraw consent at any time; and

(e) nominate another individual to exercise your rights in the event of your death or incapacity.

To exercise any of these rights, contact our Grievance Officer (section 8).

8. Grievance Officer. If you have any questions about this Privacy Notice, wish to exercise your rights, or have a complaint about how we handle your personal data, please contact our Grievance Officer:

Name	Linzad N.J
Designation	Managing Partner and Grievance Officer, MediRoute Kerala
Email	privacy@mediroutekerala.com
Telephone / WhatsApp	+91 94473 65074
Postal address	Building No. VI/704 B, Manafiya Road, Kavungalparambu, Vengola P.O., Ernakulam District, Kerala 683556, India

We will acknowledge your complaint within 7 days and resolve it within 30 days. If you are not satisfied with our response, you may approach the Data Protection Board of India.

9. Changes to this notice. We will update this notice as the Digital Personal Data Protection Rules, 2025 take effect, and we will tell you of any material change.