

Public Privacy Policy for SUHRC App

1. Introduction

Welcome to the SUHRC App, an advanced healthcare management platform developed to revolutionize patient care and streamline hospital operations. The SUHRC App offers a comprehensive set of features, including booking appointments, tracking appointment history, managing in-person and teleconsultation appointments, and monitoring patient visits. By offering real-time updates on appointments, investigations, visits, and medications, the SUHRC App ensures that healthcare providers can collaborate efficiently and securely. This Privacy Policy explains how we collect, use, protect, and disclose information when you use the SUHRC App.

2. Information We Collect

The SUHRC App collects various types of information to provide an efficient and secure healthcare management system. This information can be categorized as follows:

2.1 Personal Information:

- **Account Information:** When you register for an account on the SUHRC App, we collect personal information such as your name, phone number, username, password, and other identifying details necessary for account creation.
- **Contact Information:** We collect contact details, including email addresses and phone numbers, to facilitate communication and notifications.
- **Appointment Details:** Information related to your scheduled appointments, including the type of appointment (in-person or teleconsultation), appointment history, and visit records, is stored and managed within the app.
- The following guidelines of Indian judicial acts concerning mobile apps include the Right to Information Act, 2005. While primarily aimed at promoting transparency, it also includes provisions to protect sensitive personal information, including health data.
- By using the mobile application, the user consents to the collection, storage, and processing of personal health information (PHI) and sensitive personal data or information (SPDI), in accordance with the provisions of the Information Technology Act, 2000 (Amendment 2008) and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.
- The data collected may include, but is not limited to, demographic details, medical history, diagnostic information, and any communication shared between the patient and the hospital. The purpose of collecting this data is to improve patient care, manage hospital services efficiently, and provide seamless communication with healthcare providers

2.2 Health Information:

- **Teleconsultation Data:** For teleconsultation appointments, the app may collect data from video or audio interactions between healthcare providers and patients to ensure continuity of care and accurate record-keeping.

2.3 Technical Information:

- **Device Information:** We may collect information about the devices used to access the SUHRC App, including the device type, operating system, and IP address.
- **Usage Data:** The app collects data on how users interact with its features, including login times, navigation paths, and time spent on various sections of the app. This helps us improve user experience and app functionality.

3. How We Use the Information

The SUHRC App uses the collected information for the following purposes:

3.1 Providing Healthcare Services:

- **Appointment Management:** The app uses your information to schedule, update, and track patient appointments, ensuring seamless coordination between patients and healthcare providers.
- **Teleconsultation:** For teleconsultation services, the SUHRC App ensures that all relevant health information is accessible to healthcare providers during the consultation.

3.2 Enhancing App Functionality:

- **User Experience:** Usage data and device information help us improve the SUHRC App's functionality, ensuring it is user-friendly and responsive to the needs of healthcare professionals and patients.

3.3 Ensuring Security:

- **Data Protection:** We implement advanced security measures to protect the personal and medical information stored in the SUHRC App. This includes encryption, secure login protocols, and regular security audits.
- **Compliance with Laws:** The SUHRC App complies with applicable healthcare regulations and privacy laws, ensuring that patient information is handled with the utmost confidentiality and care.

4. How We Share the Information

The SUHRC App only shares your information in specific, limited circumstances:

4.1 With Healthcare Providers:

- **Collaboration:** To ensure coordinated care, your health information may be shared with authorized healthcare providers within the Symbiosis University Hospital & Research Centre network. This allows for seamless communication and collaboration on your treatment and care.

4.2 With Third-Party Service Providers:

- **Service Integration:** We may engage third-party service providers to assist with the operation and maintenance of the SUHRC App. These providers may have access to certain personal information but are obligated to protect it and use it only for the purposes for which it was disclosed.

4.3 With Your Consent:

- **Explicit Consent:** In certain cases, we may share your information with third parties when we have your explicit consent to do so. This may include sharing health data with other healthcare providers outside of the Symbiosis network, as directed by you.

5. Data Security

The security of your personal and health information is a top priority for us. The SUHRC App employs a range of security measures to protect your data, including:

5.1 Encryption:

- All data transmitted through the SUHRC App is encrypted using industry-standard encryption protocols to protect it from unauthorized access.

5.2 Secure Authentication:

- The app supports secure login methods, including phone number verification and username/password authentication, to ensure that only authorized users have access to their accounts.

5.3 Access Controls:

- We enforce strict access controls, ensuring that only authorized personnel can access sensitive health information. This includes role-based access, where

Different levels of access are granted based on the user's role within the healthcare system.

6. Data Retention

6.1 Healthcare Records:

- **Medical and appointment records are retained for the duration of your use of the SUHRC App and for any additional period required by law or medical regulations.**

6.2 Account Information:

- **Account details, including contact information, are retained until you request account deletion or the account becomes inactive for an extended period.**

7. Contact Us

If you have any questions or concerns about this Privacy Policy or the SUHRC App's data practices, please contact us at:

- **Email: mobile.app@suhrc.siu.edu.in**
- **Address: Symbiosis University Hospital & Research Centre, Lavale, Pune, India**

This Privacy Policy is intended to provide a clear and comprehensive understanding of how the SUHRC App collects, uses, and protects your personal and health information. By using the SUHRC App, you agree to the terms outlined in this policy and consent to the data practices described herein.