

PRIVACY POLICY

Version 1: December 13, 2023

Please read this policy carefully before using our services.

In the following, **AMA Global Assistance** 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/ web portal and services powered and managed by **MedinyX Software Solutions Private Limited**. 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 guidelines. When you visit and use our application and/or our web portal and our services (our "Services"), you will be asked to confirm your acceptance of and consent to the practices described in this Policy.

Who we are?

This Privacy Policy applies to any personal data processed by MedinyX Software Solutions Private Limited on behalf of AMA Global Assistance, 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.

Questions, comments and requests regarding this Privacy Policy are welcome and should be addressed to legal@privatethehealthcaregroup.com.

What Personal Data do we collect?

The Application/ web portal allows us to have access to your below personal information:

- i. Name
- ii. Email address
- iii. Ticket PNR
- iv. Policy number
- v. Age
- vi. Phone number
- vii. Travel details- flight number and date
- viii. Bank account details for claim settlement
- ix. Any other information required by us to provide you the 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/ web portal 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/ web portal and provide the Services, including for technical support, to facilitate the provision of the Services to you.
- To administer your Member/User/Passenger account and Services, including verifying your identity and to authenticate and authorize access to the Application/ web portal 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 User Terms of Service and Usage.
- To provide customer support and address and respond to your requests, inquiries, and complaints.
- To develop, provide, and improve the Application/ web portal and Services, including to improve the features, performance, and support of the Application/ web portal and Services (including cookies and similar technologies), and for statistical and analytical purposes.
- To periodically send you promotional emails about new products or other information which we believe may be of interest and benefit to you.
- To contact you for market 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 User Terms of Service and Usage, this Policy, or agreements with third parties.

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 which may in.
- 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 you 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.

Marketing

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

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/ web portal and services, data may be processed by third parties commissioned by us. 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 we can comply with applicable law and internal compliance procedures, including storing your email address to suppress marketing communications if you choose not to receive further marketing communications. Storing periods are based on business and legal requirements.

Data security and encryption

All the personal data is hosted on GDPR 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 regulations.

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/ web portal and the Services. We encourage you to periodically review our Application/web portal and the Services and this Policy for any changes.