

Privacy Policy

Last updated: 4th September, 2026

SIDS Health Care Private Limited (“SIDS”) is engaged in providing healthcare, medical and related services. To enable SIDS to provide such services, SIDS may need to collect, verify, update and process your Personal Data in accordance with applicable regulatory, governmental and legal requirements. Your Personal Data may be provided to or verified with relevant regulatory, governmental, insurance or other authorized agencies, as applicable. This Privacy Policy explains how SIDS collects, uses, discloses and safeguards your Personal Data in connection with the healthcare services provided by SIDS and your interactions with us through our hospital, website, or other channels.

SIDS is governed by the provisions of applicable laws in India, including the Information Technology Act, 2000, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, the Digital Personal Data Protection Act, 2023, the Digital Personal Data Protection Rules, 2025, and such other applicable rules and regulations, as amended from time to time (collectively, “Applicable Laws”), for maintaining the privacy and protection of your Personal Data. SIDS collects your Personal Information directly from You, and automatically through the Our Website and processes your Personal Data only to the extent necessary for providing healthcare and related services and in accordance with Applicable Laws. In case you choose not to provide your Personal Data as required by SIDS, SIDS may not be able to provide certain healthcare or related services.

SIDS collects and generates various data points about you in connection with the provision of its healthcare and related services. Data by which you are identified is termed as “Personal Data”. Personal Data does not include the Data that is freely available or accessible in the public domain.

Personal Data/Information collected by SIDS

Personal Data that SIDS may collect from you includes, but are not limited to, the following:

- Patient Name /Patient Attendants,
- Date of Birth, Gender, Caste, Marital Status, Citizenship
- Address (including country and pin/postal code),
- Contact details,
- Email address,
- PAN, Aadhaar, Passport, Voter ID, and other similar documents

- Physical, physiological and mental health conditions, whether provided by you or by your healthcare professional.
- Personal medical records and history,
- Financial and payment information, including billing details and information required to process payments for healthcare services.
- Insurance details as provided at the time of registration or thereafter,
- Usage Data, which may include information such as IP address, browser type, browser language, operating system, and information collected through cookies or similar technologies.
- Any other information that is willingly shared by You (collectively referred to as "Personal Data").

Usage of Your Personal Data

The SIDS may use Personal Data for the following purposes:

- Registration, admission, appointment scheduling, transfer and discharge
- Diagnosis, treatment, nursing care, surgery, follow-up and continuity of care
- Creating and maintaining your medical record
- Billing, collection of payment, accounting and audit
- Processing insurance claims, cashless approvals and reimbursements with insurers, third-party administrators and government scheme authorities
- Sending appointment confirmations and reminders, laboratory and diagnostic reports, discharge instructions, payment reminders and service notices by SMS, WhatsApp, email or telephone.
- Notifiable disease reporting, birth and death registration, medico-legal reporting, and other statutory reporting
- Responding to summons, court orders and lawful requests from regulators and authorities, and establishing or defending legal claims
- Clinical audit, quality improvement, infection control and patient-safety review, using de-identified or aggregated information wherever practicable
- Operating, maintaining and securing our website and information technology systems

- Clinical research, studies and analysis to improve our healthcare services, technologies and patient experience, using de-identified or aggregated information wherever practicable
- Investigating and preventing fraud, illegal activities, security incidents or violations of applicable terms or agreements, or as otherwise required by law
- In connection with any merger, acquisition, restructuring, reorganisation, sale or transfer of our business or assets, subject to Applicable Laws
- We may use Your information for other purposes, such as data analysis, identifying usage trends and to evaluate and improve our Service, products, services, marketing and your experience.

Sharing of Personal Data

SIDS discloses your information on a need-to-know basis, under obligations of confidentiality, and only for legitimate and lawful purposes. We share your information with:

- Healthcare professionals involved in your care, including treating doctors, consultants, nurses and allied health professionals
- Service providers and suppliers, whether located in India or outside India, acting on our behalf, including laboratories, diagnostic and imaging centres, IT and cloud service providers, hospital information system vendors and payment processors.
- Insurers, third-party administrators and government health scheme authorities for providing healthcare services and processing insurance claims and related activities
- Government authorities, regulators, courts and law enforcement agencies where disclosure is required or permitted under Applicable Laws or pursuant to a lawful order
- Parties involved in business transfers, including any merger, restructuring, financing or transfer of business or assets, subject to Applicable Laws

Where Personal Data is shared with a recipient located outside India, SIDS shares it only to the extent necessary for the performance of its services to you, and requires such recipient, by contract, to maintain data protection standards consistent with Applicable Laws.

Retention of Your Personal Data

Electronic patient records shall be retained permanently within SIDS's systems for the purposes of medical record-keeping, clinical reference and ensuring continuity of care.

Physical patient records shall be retained for a period of five (5) years from the date of the admission, upon the expiry of which such records may be securely destroyed. Prior to effecting such destruction, SIDS will publish a notice in one or more newspapers affording patients a reasonable opportunity to request and collect their physical records by writing to SIDS at info@sidshospital.com, SIDS shall bear no liability in respect of records not collected within the period stipulated in the said notice.

Records relating to accidents, births, deaths, medico-legal cases, emergency C-sections, or matters involving the police or any other law enforcement, judicial, regulatory, or statutory authority shall be retained permanently.

Storage and Reasonable Security Practices and Procedures

SIDS stores and processes your Personal Data through its systems and facilities and maintains appropriate backup and disaster recovery measures, as applicable.

SIDS takes reasonable and appropriate technical and organisational measures to protect your Personal Data from misuse, loss, unauthorised access, alteration or disclosure. These measures include appropriate access controls, security safeguards, data protection practices and periodic review of its information security processes.

However, SIDS shall not be held responsible for any loss, damage or misuse of your Personal Data arising from a Force Majeure Event or circumstances beyond its reasonable control. A "Force Majeure Event" includes, without limitation, acts of God, natural disasters, fire, flood, civil disturbance, war, acts of government, cyberattacks or other events beyond SIDS's reasonable control.

Your rights in relation to your personal data

You may, at any time, subject to Applicable Laws:

- Access and review the Personal Data maintained by SIDS about you;
- Request correction or updating of inaccurate or incomplete Personal Data. Any correction to a clinical entry in a medical record shall be appropriately recorded without altering or deleting the original clinical record;
- Withdraw your consent, where the processing is based on consent, by submitting a written request to SIDS; and

- Request access to or copies of your medical records, in accordance with Applicable Laws and applicable medical and regulatory requirements.

You may exercise the above rights by submitting a request to SIDS at **info@sidshospital.com** from your registered email address. SIDS shall process such requests in accordance with Applicable Laws.

Links to Other Websites

Our website may include links to websites or services operated by third parties. If you access a third-party link, you will be redirected to that third-party site. We strongly encourage you to review the privacy policies and practices of any third-party websites you visit.

SIDS does not control, endorse, or assume any responsibility for the content, privacy practices, or policies of third-party websites or services.

Communications from SIDS

SIDS may contact you, and where necessary your attendant, next-of-kin or emergency contact, by telephone, SMS, WhatsApp or email for:

- Clinical matters – appointments, test reports, discharge and follow-up instructions, medication reminders, and urgent or abnormal results
- Administrative matters – billing, insurance claims, and notices about our services
- Health check packages, camps and events

Policy Review and Updates

SIDS may review and amend this Privacy Policy from time to time to reflect changes in its practices, services, Applicable Laws or regulatory requirements.

The updated Privacy Policy shall be published on the SIDS website. You are advised to review this Privacy Policy periodically to remain informed of any changes.

This Privacy Policy applies to the collection, use, storage, disclosure and processing of Personal Data by SIDS through its website, digital platforms and other service channels.

Where required under Applicable Laws, SIDS shall obtain appropriate consent for the processing of Personal Data for the specified purposes.

Grievance Redressal

if you wish to review or correct the Personal Data maintained by SIDS, or have any grievance regarding the manner in which your Personal Data has been collected, used, stored or disclosed, please contact us at **info@sidshospital.com**