

## Privacy Policy for Sneham Care Private Limited

Effective Date: Aug 1, 2025

### 1. Introduction

Welcome to Sneham Care. This Privacy Policy describes how Sneham Care Private Limited ("we," "us," or "our") collects, uses, processes, and discloses your information when you use our website, [www.sneham.care](http://www.sneham.care) (the "Site"), and the services we offer.

We are committed to protecting your privacy and handling your personal data in a transparent and secure manner, in compliance with India's Digital Personal Data Protection Act, 2023 (DPDP Act).

By accessing or using our Site, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy.

### 2. Information We Collect

We collect information that you voluntarily provide to us and information that is automatically collected when you use our Site.

#### a) Personal Data You Provide:

- **Contact Information:** Name, email address, phone number, and postal address when you fill out a registration form, request information, or subscribe to our newsletter.
- **Demographic Information:** Age, gender, and other demographic details relevant to the care services you are inquiring about.
- **Health-Related Information:** If you choose to provide it in relation to our care services, we may collect information about health conditions, medical history, or specific care needs. This is considered sensitive data, and we will only process it with your explicit consent.
- **Communications:** Records and copies of your correspondence if you contact us.

#### b) Information Collected Automatically:

- **Log and Usage Data:** Information about your access to and use of the Site, including your IP address, browser type, operating system, pages viewed, and the dates/times of your visits.
- **Cookies and Tracking Technologies:** We use cookies to help us operate and improve the Site. Please see our "Cookies" section below for more details.

### 3. How We Use Your Information (Purpose of Processing)

We use your personal data only for the purposes for which it was collected. These purposes include:

- To Provide and Manage Our Services: To respond to your inquiries, schedule consultations, and provide you with information about our senior care and hospitality services.
- To Communicate With You: To send you updates, newsletters, marketing materials, and other information that may be of interest to you, based on your communication preferences.
- To Improve Our Website: To understand how users interact with our Site, which helps us improve its functionality, content, and user experience.
- For Security and Legal Compliance: To protect the security and integrity of our Site, prevent fraud, and comply with our legal obligations under applicable Indian laws.

#### 4. Legal Basis for Processing: Consent

Our legal basis for collecting and processing your personal data is your consent. When you provide us with your personal information through our website, you are giving us your free, specific, informed, and unambiguous consent to process it for the specified purposes mentioned in this policy.

For processing any sensitive personal data (such as health information), we will obtain your explicit and clear consent before collection.

You have the right to withdraw your consent at any time. Please see Section 8 ("Your Rights") for information on how to do this.

#### 5. Data Sharing and Disclosure

We do not sell your personal data. We may share your information only in the following limited circumstances:

- With Service Providers: We may share data with third-party vendors who perform services on our behalf, such as web hosting, data analytics, and marketing. These providers are contractually obligated to protect your data.
- With Your Consent for Care Services: With your explicit permission, we may share relevant information with healthcare partners or care professionals to facilitate the services you have requested.
- For Legal Reasons: We may disclose your information if required to do so by law or in response to a valid request by a court, law enforcement, or other government authority.
- Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.

#### 6. Data Retention

We will retain your personal data only for as long as is necessary to fulfill the purposes for which it was collected, or as required by applicable Indian law. Once the purpose is served or you withdraw your consent, we will securely erase your personal data.

## 7. Data Security

We have implemented reasonable technical, administrative, and physical security safeguards to protect your personal data from unauthorized access, use, disclosure, or destruction. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee its absolute security.

## 8. Your Rights Under the DPDP Act

As a user ("Data Principal"), you have the following rights regarding your personal data:

- **Right to Access:** You have the right to request a summary of the personal data we hold about you.
- **Right to Correction and Erasure:** You have the right to request the correction of inaccurate or incomplete data and the erasure of your personal data that is no longer necessary for the purpose it was collected.
- **Right to Withdraw Consent:** You can withdraw your consent for us to process your data at any time. Withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
- **Right to Grievance Redressal:** You have the right to file a grievance with us if you are not satisfied with how we handle your data.
- **Right to Nominate:** You have the right to nominate another individual to exercise your rights in the event of your death or incapacity.

To exercise any of these rights, please contact our Grievance Officer (details in Section 11).

## 9. Cookies

Our website uses "cookies" to enhance your experience. Cookies are small files placed on your device that help us analyze web traffic and user activity. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

## 10. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal data from children. If we become aware that we have collected personal data from a child without verifiable parental consent, we will take steps to delete that information.

## 11. Grievance Officer

In accordance with the DPDP Act, 2023, we have appointed a Grievance Officer to address your concerns and questions regarding your personal data.

- **Name:** Sekar GS

- Email: gssneham@gmail.com

- Address: No. 1, Seaview Enclave, 1st Main Road, Samathuva Nagar Rd, Padur, Chennai, Tamil Nadu 603103.

## 12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page and updating the "Effective Date" at the top. We encourage you to review this Privacy Policy periodically for any changes.

## 13. Governing Law and Jurisdiction

This Privacy Policy and any disputes arising out of it shall be governed by and construed in accordance with the laws of India. Any legal action or proceeding shall be brought exclusively in the courts located in Chennai, Tamil Nadu, India.