

IamHealth - Policy & Data Protection

Policy & Data Protection

Effective Date: 20 / 05 / 2025

1. Introduction

At I-AIM Healthcare Center, we are committed to safeguarding the privacy and personal information of our patients, visitors, and users of our services. This Policy outlines how we collect, use, protect, and manage your data in accordance with applicable laws, including the Information Technology Act, 2000, and relevant health data privacy regulations.

2. Information We Collect

We may collect the following categories of personal and sensitive data:

- **Personal Identification Information:** Name, address, phone number, email ID, gender, date of birth
 - **Health Information:** Medical history, diagnostic reports, prescriptions, treatment records, consultation details
 - **Payment Details:** Billing and payment information including bank or credit/debit card details (as required)
 - **Technical Information:** IP address, browser type, device identifiers, and browsing behavior on our site
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3. How We Use Your Information

We use your data for the following purposes:

- To provide medical consultation, diagnosis, and treatment
- To manage appointments, admissions, discharges, and follow-ups
- For billing, insurance, and administrative purposes
- To improve our services and ensure quality care

- To comply with legal, regulatory, and audit requirements
 - To send health updates, reminders, or service notifications (only with your consent)
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4. Data Protection & Security

We take data protection seriously and implement industry-standard measures to ensure confidentiality and integrity of your data:

- **Encryption:** All sensitive health and payment data is encrypted during transmission and storage
 - **Access Control:** Only authorized personnel can access your health records
 - **Secure Infrastructure:** Our systems are hosted on secure servers with firewalls and regular security audits
 - **Data Minimization:** We only collect what is necessary for the stated purpose
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5. Data Sharing & Third Parties

We do **not sell or rent** your personal data. However, we may share it under the following conditions:

- With healthcare professionals involved in your treatment
 - With diagnostic or insurance partners (with your consent)
 - When required by law enforcement or court orders
 - With service providers strictly for operational purposes under confidentiality agreements
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6. Your Rights

You have the right to:

- Access your medical records and personal data
- Request corrections to inaccurate or outdated information
- Withdraw consent where applicable
- Request deletion of data (subject to regulatory requirements)
- Lodge a complaint regarding misuse of data

For requests, please email us at info@iaimhealthcare.org.

7. Cookies & Tracking

Our website uses cookies to enhance user experience, monitor performance, and analyze web traffic. You can manage cookie preferences through your browser settings.

8. Retention Policy

Your health and personal data will be retained for as long as required for medical, legal, or operational purposes in compliance with applicable regulations.

9. Updates to This Policy

We may update this Policy periodically to reflect changes in laws or practices. The revised version will be posted on our website with the updated date.


10. Contact Us

For questions, concerns, or feedback regarding our Data Protection Policy, please contact:

Data Protection Officer

I-AIM Healthcare Center

#74/2, Jarakabande Kaval, Post Attur via Yelahanka, Bangalore - 560064

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 info@iaimhealthcare.org
