

Eternal Hospital (hereafter referred to as “we” or “us”) is required by law to maintain the privacy of your medical information, to provide you with this written Notice of Privacy Rights and Practices, and to abide by the terms of the Notice currently in effect. This policy shall be applicable to the information collected or displayed on our website. We assure to take the privacy seriously and to keep your privacy and confidentiality of the information provided to us.

We shall not intentionally or unless required under laws, share the contents of any person with any outside authorities or any third party. We do not guarantee or assure that the electronic communications received from you or contents or records may not be accessible to the third parties.

Our Privacy Policy

We believe strongly in protecting our customers' privacy so when we collect personal information from you, we will use our best endeavors only to use it or disclose it in the manner stated below. By using our website services, you agree that we may do so.

Information shared :

We are the sole owners of the information collected on this website. We will not sell, rent or otherwise disclose your personal information to any third party, without your consent except in the following circumstances:

We will disclose your personal information to any appropriate investigative third party, if we believe that you are involved in any illegal or harmful conduct or if we are required to do so by law or believe that such action is necessary to:

- (1) comply with law or with legal process;
- (2) protect and defend our rights and property or that of our customers;
- (3) prevent fraud;
- (4) protect against abuse, misuse or unauthorized use of our website; or
- (5) protect the personal safety or property or our customers or the public.

We may employ other companies to provide services for us, including for example, processing of credit card payments. These companies have limited access to the personal information required to perform their functions and not for any other purposes. These companies are bound by confidentiality agreements not to disclose any information for any other purpose.

Cookies :

A cookies is an alphanumeric identifier which we transfer to your hard drive through your web browser when you visit our website. It enables our own system to recognise you when you visit our website again and improve our service to you. Cookies may also be used to compile aggregate information about areas of our website that are visited most frequently. This traffic information can be used to enhance the content of our website and make your use of it easier. We do not track which pages you looked at while visiting website. If you wish to reject our cookie, you can configure your browser to do so.

Terms & Conditions for Payment Service: -**Electronic Communication**

You agree, understand and confirm that the credit card details provided by you for availing of services on www.eternalhospital.com will be correct and accurate and you shall not use the credit card which is not lawfully owned by you.

You further agree and undertake to provide the correct and valid credit card details to www.eternalhospital.com.

The said information will not be utilized and shared by www.eternalhospital.com with any of the third parties unless required by law, regulation or court order.

Suspension due to non-compliance with Agreement

Eternal Hospital will use its best efforts to make all your payments properly. However, the Eternal Hospital shall not incur any liability and any service guarantee shall be void because of the existence of any one or more of the following circumstances:

If, you have not provided the hospital with correct UHID, IP number, patient's name, address, telephone number, mobile number, date of Admission, Service Type Payment Account information, or the Account information for the payee.

If, through no fault of the hospital, your Payment Account does not contain sufficient funds to complete the transaction or the transaction would exceed the credit limit of your overdraft amount.

The payment processing center is not working properly and you know or have been advised by the hospital about the malfunction before you execute the transaction.

Circumstances beyond control of the hospital (Such as, but not limited to, fire, flood, or interference from the outside force) prevent the proper execution of the transaction and the hospital has taken reasonable precautions to avoid those circumstances and/or,

In case of payment through Credit Card, if the details provided by user are inaccurate, incorrect or entered fraudulently.

If the user is in breach of any of the terms and conditions of this Agreement and/or the Terms and conditions of the usage of the [www. eternalhospital.com](http://www.eternalhospital.com).

Stop Payment Requests

Eternal Hospital cannot assist with a stop payment request for any Bill Payment scheduled using a Payment Account through credit card, in any such case; you must contact your credit card company directly.

Notification

Eternal Hospital will use its best efforts to present all of your electronic bills promptly. In addition to notification & acknowledgement after completion of transaction, details will be communicated to you.

Password and security

You agree not to give or make available your password or other means to access your account to any unauthorized individuals. You are responsible for all payments you authorize using the services at hospital website.

If you permit other persons to use password or other means to access your account, you are responsible for any transaction they authorize.

Term of storage of personal information

Eternal Hospital shall store Your Personal Information at least for a period of three years from the last date of use of the Services or Website or for such period as may be required by law.

Changes in the Privacy Policy

We reserve the right to amend our privacy/security policy and make the new provisions effective for all information we maintain from time to time. Your use of our website shall comprise of acceptance of any changes of this Privacy and Security Policy.

Other Websites

We do not extend the security and privacy policy to any other websites except for this website. We do not make any warranty or give any security to the personal information disclosed by you to the other websites, even if such websites are linked to our website or they are using our website link.

Address for Privacy Questions

Should you have questions about this Privacy Policy or Eternal Hospital's information collection, use and disclosure practices, you may contact us at privacy@eternalheart.org. We will use reasonable efforts to respond promptly to any requests, questions or concerns, which you may have regarding our use of your personal information.

Applicable Law and Jurisdiction

These terms and conditions are governed by and to be interpreted in accordance with laws of India, without regard to the choice or conflicts of law provisions of any jurisdiction. You agree, in the event of any dispute arising in relation to these terms and conditions or any dispute arising in relation to the web site whether in contract or tort or otherwise, to submit to the jurisdiction of the courts located at Jaipur, India for the resolution of all such disputes.

Consent to this Policy

You acknowledge that this Privacy Policy is a part of the Terms of Use of the Website and the other Services, and you unconditionally agree that becoming a User of the Website and its Services signifies your assent to this Privacy Policy. Your visit to the Website and use of the Services is subject to this Privacy Policy and the Terms of Use. By using our services, you also solemnly assent receiving some valuable health related information from us, in the form of newsletters, emails, text messages, etc.