
Hilbi Platform Privacy Notice

This Privacy Notice was last updated on December 12, 2025.

We, Hilbi Health India Private Limited (“we”, “us”, “our” “Company”) are the owners of the website <https://hilbi.com/> (“Website”) and have developed and own the Hilbi application, available at iOS Appstore <https://apps.apple.com/sk/app/hilbi/id1478748485> and Android https://play.google.com/store/apps/details?id=com.hilbi&pcampaignid=web_share (herein referred to as “Hilbi” or “Application”). The Website and Application collectively showcase an integrated digital platform aimed at optimizing patient care and improving operational efficiency for healthcare providers. The Company offers a comprehensive set of tools, including advanced scheduling, payment systems, health data management, telemedicine solutions, and care plan creation, all within a single interface (herein referred to as “Services”). The Website and the Application will hereinafter collectively be referred to as the “Platform”.

We respect data privacy rights and are committed to protecting Personal Data collected on the Platform. This Privacy Notice (“Privacy Notice”) sets forth how we collect, use, and protect the personal data collected through the Platform.

PLEASE READ THIS PRIVACY NOTICE CAREFULLY. BY CLICKING ON THE CONSENT CHECK BOX, AND BY ACCESSING AND USING THE PLATFORM, YOU AGREE TO THE TERMS OF THIS PRIVACY NOTICE OUTLINED BELOW. YOU HEREBY AGREE AND PROVIDE CONSENT TO THE COMPANY FOR PROCESSING PERSONAL DATA FOR THE PURPOSES AND THE SCOPE DEFINED IN THIS PRIVACY NOTICE. IF YOU DO NOT AGREE TO THE TERMS OF THIS PRIVACY NOTICE, YOU MAY WITHDRAW YOUR CONSENT OR CHOOSE NOT TO PROVIDE YOUR PERSONAL DATA ON THE PLATFORM. SUCH AN INTIMATION TO WITHDRAW YOUR CONSENT CAN BE PROVIDED BY EMAIL PROVIDED BELOW.

IF YOU ARE ACCESSING THE PLATFORM ON BEHALF OF A THIRD PARTY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH THIRD PARTY TO THE TERMS AND CONDITIONS OF THIS PRIVACY NOTICE AND, IN SUCH AN EVENT, YOUR USE OF THE PLATFORM SHALL REFER TO USE BY SUCH THIRD PARTY. IF YOU DO NOT HAVE SUCH AN AUTHORITY (TO PROVIDE PERSONAL DATA OF A THIRD PARTY) OR DO NOT AGREE TO THE TERMS OF THIS PRIVACY NOTICE, THEN YOU SHOULD REFRAIN FROM USING THE PLATFORM.

This Privacy Notice is an electronic record in the form of an electronic document and construed in accordance with the data protection laws of India.

1. DEFINITIONS

- i. “Personal Data” means any information/ data that relates to an identified or identifiable natural person,
- ii. “User(s)”, “you”, “your” shall mean a natural person who uses, registers, or accesses the Platform.

2. WHAT PERSONAL DATA IS COLLECTED BY US?

We may receive your Personal Data in the following ways:

i. Information Collected through the Use of the Platform: When you use the Platform, we may receive information about you and your usage of the Platform. Such information may be collected when you contact us through our Platform or inquire about our services.

- **Inquiries:** Name, phone number, email address, address, date of birth, age, geographic location
- **Onboarding and Account Creation on the Platform:** Name, email address, photographs, contact number, and any other information you provide when registering on the Platform.
- **Booking an Appointment with the Doctor:** Name, email address, contact number, and any other information.
- **Using the Platform:** Data, including but not limited to Electronic Health Records, Personal Health Records, Behavioral data, Insurance Information, images uploaded by you, your contacts who are registered on the Platform.

ii. Online Identifiers and Log Data: We may receive information about your system, device, browser type, usage duration, system logs, etc.

iii. Payment Information: Our Services may be made available to the Users on a subscription basis. We may collect certain information, such as full name, phone numbers, billing address, and email address, to process your request. We use third-party payment service providers to process payments made to us. We do not retain any of your financial information, such as credit card details or bank details, and all such information is provided directly by you to our third-party processor. The payment processor's use of your Personal Data will be governed by their privacy notice. We do not access, store, or collect your credit/debit card information. We may have information limited to the payment confirmation number for our record purposes.

3. ACCURACY OF INFORMATION

The User undertakes that he shall be solely responsible for the accuracy, correctness, or truthfulness of the Personal Data shared with us, whether of its own or any third party. In the event the User is sharing any Personal Data on behalf of a third person, the User represents and warrants that he has the necessary authority to share such Personal Data with the Company and has obtained written consent from such third party and the Company shall not be responsible for verifying the same. The User understands and acknowledges that such Personal Data shall be subject to the terms and conditions of this Privacy Notice

4. HOW WE USE YOUR PERSONAL DATA

We may collect your Personal Data in the following ways:

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- i. to provide and inform you about our Services
 - ii. to respond to your requests
 - iii. for the creation or development of business and artificial intelligence or data analytics in relation to the Services provided by us,
 - iv. to provide you with a better experience when you access our Platform and to improve the Platform,
 - v. to maintain and manage our Platform,
 - vi. to provide support for operations, provision of the Platform,
 - vii. to manage our relationship with you,
 - viii. for internal record keeping, and
 - ix. to comply with our legal or statutory obligations.

2. COOKIES

We use cookies and/or similar in-house and third-party tracking tools to track user traffic patterns. Tracking tools are also used are beacons, tags and scripts to collect and track information and to improve and analyze our Platform. You may choose to disable cookies through your browser settings.

3. ANONYMISED DATA

We may also use your Personal Data collected to create aggregate, anonymized data. While we will continue retaining such derived or anonymised data, any Personal Data will be deleted. We shall ensure that such anonymized data will not be directly identifiable to you or to the Personal Data shared with us. We may use this anonymized data for any purpose, including but not limited to conducting research, analytical purposes, and improving our Platform. By using the Platform, you provide us the right to use your Personal Data to create anonymized data and use it for our business purposes.

4. DISCLOSURES

We do not sell, rent, share, distribute, lease or otherwise provide your Personal Data to third parties, without your prior consent. Keeping this in mind, we may disclose your Personal Data in the following cases:

- i. **Affiliates:** We may provide your Personal Data to our affiliates to enable them to improve the Platform, provide feedback and respond to their queries.
- ii. **Service Providers:** We may share your Personal Data with the service providers who work with us in connection with operating the Platform and/or providing the Services. All such service providers are subject to stringent confidentiality restrictions consistent with this Privacy Notice.
- iii. **Engagement Partners:** We may disclose your Personal Data to other third parties, including but not limited to authorized healthcare providers, medical institutions and clinics, etc. The engagement partners will vary based on the Services you avail through the Platform.
- iv. **Merger or Acquisition:** We may transfer your Personal Data if we are acquired by another entity, or if we merge with another company or transfer a part of our business, including the Platform, to a third party. Any third party or resultant entity that receives your Personal Data

shall have the right to continue to use your Personal Data in line with the purposes set out herein.

- v. **Safety, Legal and Regulatory Authorities:** We may disclose your Personal Data if we believe that we are required to do so: (a) by law; (b) to comply with legal process or governmental requests; (c) to enforce our agreements; (d) to protect our operations; (d) to protect the rights, privacy, safety or property of the Company, you or others; (e) to protect our reputation and (f) to permit us to pursue available remedies or limit the damages that we may sustain.

8. YOUR PRIVACY RIGHTS

In accordance with applicable data protection laws, you have the following rights in respect of your Personal Data:

- i. right to access/ review Personal Data in our possession,
- ii. right to have us rectify or modify any such Personal Data,
- iii. right to have us erase/delete your Personal Data,
- iv. right to withdraw consent at any time where we are relying on consent to process Personal Data.
- v. Right to raise a grievance with our Grievance Redressal Officer

Depending on the nature of the request, we may ask you to complete a Personal Data request form or seek certain details to verify the request. All requests for Personal Data will be handled within a reasonable period of time. If you would like to exercise ANY of these rights, please contact grievance@hilbi.com.

9. YOUR CHOICES AND OPT-OUT

We may send you communications, including but not limited to (a) notices about your use of the Platform, including those concerning violations of use, (b) updates, (c) promotional information regarding our Platform, and (d) newsletters. You may opt out of receiving promotional emails and newsletters from us by following the unsubscribe instructions provided in those emails. Alternatively, you can opt out at any time by emailing us at info@hilbi.com with your specific request.

10. DATA RETENTION

We will retain the User's Personal Data as long as it is required to be retained for the provision of the Platform. We may also retain and use Users' Personal Data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

11. THIRD PARTY WEBSITES, APPLICATIONS AND PAGES

Our Platform may contain links to other websites, mobile applications, and other online services operated by third parties. These links are not an endorsement of, or representation that we are affiliated with, any third party. In addition, our content may be included on web pages or in mobile applications or in online services that are not associated with us. We do not control third-party websites, mobile applications or online services, and we are not responsible for their actions. Other websites and services follow different rules regarding the collection, use and sharing of your Personal Data. We encourage you to read the privacy policies of the other websites and mobile applications, and online services you use.

12. SECURITY PRACTICES

We are committed to maintaining information security and protecting User Personal Data from potential breaches. We implement security measures as per the best industry standards. Although we provide appropriate firewalls and protection, we cannot warrant the security of Personal Data transmitted, as these systems are not hack-proof. Data pilferage due to unauthorized hacking, virus attacks, and technical issues is possible, and we will take necessary measures to mitigate such events.

13. CHILDREN'S PERSONAL DATA

Our Platform is not meant for use by any person who is under the age of 18 years without receiving explicit consent from their parents. If we learn we have collected or received Personal Data from a child without verification of parental consent, we will delete the information. If you believe we might have any information from or about a child, please contact us at info@hilbi.com.

14. GOVERNING LAWS AND DISPUTES

This Privacy Notice shall be construed and governed by the laws of India and shall be subject to the exclusive jurisdiction of the competent courts in Pune.

15. CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this Privacy Notice at any time. The updated Privacy Notice will be made available through our Platform along with the date of the latest revision. If such modifications materially alter your rights or obligations hereunder, we will make reasonable efforts to notify you of the change via email or through the Platform.

16. HOW TO CONTACT US

If you have any questions or concerns, or grievances regarding this Privacy Notice or if users wish to withdraw their consent in relation to the processing of their Personal Data, you can reach out to our appointed Grievance Redressal Officer, Roman Kučera, via email at grievance@hilbi.com.



Optimize, Grow, Heal

The most Intelligent Patient Care Platform Connecting Patient and Providers
through real-world data and transaction management worldwide

Office address:

Office No. 6, Kunal Puram Commercial Complex,
Opp Atlas Copco, Mumbai Pune Road,
Dapodi Pune 411012