

## **PRIVACY POLICY**

St. Philomena's Hospital ("Hospital," "we," "our," or "us") is committed to protecting the privacy and confidentiality of the personal information entrusted to us. This Privacy Policy explains how we collect, use, store, disclose, and protect information obtained through our website, patient portal, online appointment services, and other digital platforms.

By accessing or using our website, you agree to the terms of this Privacy Policy.

### **1. Information We Collect**

We may collect the following categories of information:

#### **A. Personal Information**

- Full Name
- Date of Birth
- Gender
- Address
- Mobile Number
- Email Address
- Emergency Contact Information
- Identification Details (where required)

#### **B. Health Information**

- Medical History
- Consultation Records
- Diagnostic Reports
- Laboratory Results
- Radiology Reports
- Prescription Information
- Treatment Information

#### **C. Appointment and Service Information**

- Appointment Details
- Doctor Preferences
- Department Information

- Hospital Visit Records
- Billing Information

## **2. Purpose of Information Collection**

We collect and process information for the following purposes:

- Patient registration and identification
- Appointment scheduling and management
- Medical consultation and treatment
- Diagnostic and laboratory services
- Patient Portal access
- Processing payments and billing
- Providing reports and healthcare updates
- Responding to patient inquiries
- Improving hospital services
- Compliance with legal and regulatory obligations
- Quality assurance and internal audits

## **3. Patient Portal Privacy**

Users of the Patient Portal are responsible for maintaining the confidentiality of their login credentials.

Patients should:

- Keep usernames and passwords secure.
- Not share login credentials with others.
- Notify the hospital immediately if unauthorized access is suspected.

The Hospital shall not be responsible for unauthorized access resulting from the user's failure to maintain account security.

## **4. Information Sharing**

St. Philomena's Hospital does not sell, rent, or trade personal information.

Information may be shared only under the following circumstances:

### **A. Medical Care**

With doctors, nurses, healthcare professionals, and authorized staff involved in providing patient care.

## **B. Service Providers**

With authorized service providers supporting:

- Online appointment services
- Payment processing
- Information technology support
- SMS and Email communication services

## **C. Legal Requirements**

When required by:

- Applicable laws and regulations
- Court orders
- Government authorities
- Regulatory bodies

## **D. Emergency Situations**

To protect life, health, safety, or as otherwise permitted by law.

## **5. Data Security**

St. Philomena's Hospital implements reasonable administrative, technical, and physical safeguards to protect personal and health information, including:

- Secure systems and servers
- User authentication mechanisms
- Password protection
- Access control measures
- Data backup procedures
- Regular monitoring of information systems

While we strive to protect your information, no method of electronic transmission or storage is completely secure.

## **6. Data Retention**

Patient and user information will be retained for as long as necessary:

- To provide healthcare services.
- To maintain medical records.

- To comply with legal and regulatory requirements.
- For audit and quality assurance purposes.

After the applicable retention period, information may be securely deleted or anonymized.

## **7. Patient Rights**

Subject to applicable laws, patients may have the right to:

- Access their personal information.
- Request correction of inaccurate information.
- Update personal details.
- Obtain copies of available medical records in accordance with hospital policies.
- Withdraw consent where legally permissible.

Requests may require identity verification.

## **8. Children's Privacy**

The Hospital provides healthcare services to minors. Personal information relating to children may be collected through parents, guardians, or authorized representatives solely for healthcare purposes.

## **9. Third-Party Websites**

Our website may contain links to external websites for informational purposes.

St. Philomena's Hospital is not responsible for the privacy practices, content, or security of third-party websites. Users are encouraged to review the privacy policies of such websites independently.

## **10. Online Payments**

Payments made through the website are processed through authorized and secure payment gateway providers.

The Hospital does not store complete debit card, credit card, or banking credentials on its systems. Payment transactions are governed by the respective payment gateway provider's security and privacy practices.

## **11. Communication Consent**

By providing contact details, users consent to receive communications related to:

- Appointment confirmations
- Appointment reminders

- Diagnostic report notifications
- Health-related service updates
- Billing and payment notifications
- Hospital service communications

The Hospital will use such communications solely for healthcare and service-related purposes.

## **12. Changes to this Privacy Policy**

St. Philomena's Hospital reserves the right to amend this Privacy Policy at any time. Updated versions will be published on the website and will become effective immediately upon posting. Continued use of the website after such changes constitutes acceptance of the revised Privacy Policy.

## **13. Contact Us**

For questions, concerns, requests, or complaints related to this Privacy Policy, please contact:

### **St. Philomena's Hospital**

No. 4, Mother Teresa Road (Campbell Road)  
Bengaluru – 560047, Karnataka, India

**Phone:** 080-40164300 / 080-40164346

**Email:** [pro@stphilomenashospital.com](mailto:pro@stphilomenashospital.com)

**Website:** [www.stphilomenashospital.com](http://www.stphilomenashospital.com)

## **Consent**

By using the St. Philomena's Hospital website, Patient Portal, online appointment services, or other digital platforms, you acknowledge that you have read, understood, and agreed to this Privacy Policy.