

Privacy Policy

Privacy policy of Sonakshi Children Hospital describes how we safeguard and use your Protected Health Information (“PHI”). Your information will be kept in paper, digital, or electronic record files and that contain health, biometric, or genetic information, images, videos and/or audio recordings. Our main aim to maintain this privacy policy to help you understand your rights and our responsibilities. We will ask you to read and acknowledge receipt of it. Our full name is, The Sonakshi Children Hospital, and include the entities described in the Notice Coverage section of this document. We will keep your personal information secret and sometime may share your health information for the purposes of treatment, payment, and the healthcare operations. If you are a parent or legal guardian receiving this Notice because your child receives care at Sonakshi Children Hospital please understand that when we say “you” in this Notice, we are referring to your child. We are talking about the privacy of their PHI. This document includes all information about Your Rights, Choices, Our Uses & Disclosures, and Our Responsibilities. If you have reviewed this Notice of Privacy Practices, please sign and return the Notice of Privacy Practices Signature of Receipt Form indicating that you have received a copy of this Notice. Sonakshi Children Hospital is committed to respecting the privacy of every personal who shares information or data with our hospital.

The terms ‘You’ or ‘Your’ refer to you as the User (registered or unregistered) of the Website and/or Services and the terms ‘We’, ‘Us” and ‘Our’ refer to AHEL.

1. ACCESS

We collect your personal information directly from you. We keep in mind that the Personal details shared by you are accessible to you. You may ask for a copy of this Notice at any time. If you need any help understanding of this Notice we will also provide language and content support. You can also modify your personal data, by writing to us on our below mentioned email id.

2. HOW WE COLLECT PERSONAL INFORMATION

- When you provide details to Sonakshi children hospital and fill the patient registration form,
- When you register on Our Website,
- When you provide information during the use of services,
- When you use the features on Our Website and provide access to any other website.
- By the use of cookies

3. USE OF PERSONAL INFORMATION

Your Personal Information may be used for various purposes including:

- To provide our hospital services to you.
- To improve the Website and/or our Services;
- To contact you via phone, SMS, WhatsApp or email for appointments, technical issues, and other announcements.
- To send promotional mailings from Sonakshi children hospital.
- To advertise products and services of Sonakshi children hospital.
- To transfer details about you if we are acquired by or merged with another company;
- To carry out our obligations in relation to any agreement you have with us.
- To respond to subpoenas, court orders, or legal process, or to establish or exercise Our legal rights or defend against legal claims; and
- To investigate, or take action regarding illegal activities, fraud, breach of Our agreement with you or as otherwise required by law,
- Use your personal information for research, statistical analysis and the business intelligence purposes.

4. RECTIFICATION/CORRECTION OF PERSONAL INFORMATION

If you want to update your personal details you may send an email for correction at grievance@apollohospitals.com we will update your personal information within a reasonable period.

5. CHANGES TO THE PRIVACY POLICY

Our privacy policy can be change anytime but we will reserve your right and will not reduce under this Privacy Policy without your consent. We will indicate you about the date when the last changes were published. If changes are significant, we'll provide a more prominent notice.

6. USE OF COOKIES

We can also store your information on your computer using a technique your browser supports called "cookies". You can easily erase this data or choose to block these cookies from your computer. The cookies are used for a different purposes, including but not limited to helping you login (e.g., remembering your user name if you register or login), remembering some of your customized user preferences, to help us better understand how people use our Website, and to help us improve our Website. To disable the use of cookies, please select the options provided by your Internet browser. If you do so, however, some pages on this Web may not work properly. Your computer, collect data or solicit personal details from you, for which Sonakshi children hospital is not liable. Sonakshi children hospital encourages you to read the privacy policies of all external sites.

7. COMPLIANCE WITH LAWS

You can't the use the services of Sonakshi children hospital website if any of the terms of this Privacy Policy are not in accordance with the applicable laws of your country.

8. TERM OF STORAGE OF PERSONAL INFORMATION

Sonakshi Children Hospital will store your personal information for a period of three years from the last date of use of the Services or for such period as may be required by law.