

## Quintessence Business Solutions Private Limited | Privacy Policy

Quintessence Business Solutions Private Limited (hereinafter referred to as "**Company/us**") respects your privacy, cares about the way in which your Personal Data/Information is treated and is committed to protecting your Personal Information/Data.

This privacy statement of the Company sets forth the security practices and procedures adopted by us and applies to the collection, storage, use, processing and disclosure of Personal Information (*defined hereinbelow*) provided by you in your capacity as a customer, employee, trainee, staff, business partner or as user or visitor of the Company's website.

**Personal Information or Personal Data** (used interchangeably) means and includes (i) any personal information relating to you as a natural person which, either directly or indirectly in combination with other information available is capable of identifying such a person and includes, *inter alia*, your name, age, gender, photo, location data, phone number and address etc., **and** (ii) sensitive personal data or information including medical records and history, financial information such as bank account or credit card or debit card details, sexual orientation, biometric information, passwords, physical, physiological and mental health conditions etc. other than information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other law for the time being in force ("**Sensitive Personal Data or Information**").

The Company has taken all necessary and reasonable measures to protect the confidentiality of your information and its transmission through the worldwide web / internet. However, the Company or any of its associates/employees/partners cannot be held liable for disclosure of the confidential information when collected in accordance with this privacy policy or in terms of any agreements. In the course of using this website or availing the services, the Company and its affiliates may become privy to the Personal Information of its customers, including information that is of a confidential nature.

In addition to the disclosures reasonably necessary for the purposes identified herein, the Company may disclose your Personal Information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

### **SECURING YOUR DATA**

Company takes reasonable technical and organizational precautions, at the minimum those mandated under applicable law, to prevent the loss, misuse or alteration of your Personal Information. The Company stores all the Personal Information you provide on its secure servers.

### **UPDATING THIS STATEMENT**

The Company may update this privacy policy by posting a new version on this website. You should check this page regularly to ensure you are familiar with any changes.

### **COLLECTING AND PROCESSING OF PERSONAL INFORMATION**

We collect the following Personal Information:

- a. name;

- b. address;
- c. email address;
- d. telephone number and mobile number;
- e. photograph;
- f. Pan card;
- g. address proof such as voter identification card / passport;
- h. education completion certificate;
- i. experience / relieving certificate from your previous employer;
- j. financial information such as bank account details;
- k. physical, physiological and mental health condition data;
- l. medical records; and
- m. credit card information.

The Company endeavours that all Personal Information that is collected from you is, held and used in accordance with applicable laws and regulations of India. By providing your consent to this privacy policy, you agree to the collection, use and transfer of your Personal Information as set out in this privacy policy. The Company may use and process your Personal Information, for a number of lawful purposes in connection with our business, including but not limited to the following:

<b>Processing of Personal Information</b>	<b>Purposes for processing</b>
<b>Collection of Personal Data</b>	<ul style="list-style-type: none"> <li>· To deal with requests, enquiries and complaints, customer services and related activities</li> <li>· To respond to your queries and fulfil your requests for information regarding our products and services</li> <li>· To notify you about our new products or services and sending you important information regarding our products or services</li> <li>· For development of our machine assisted automated tools required for our business</li> <li>· For responding to enquiries and applications for employment opportunities with the Company</li> <li>· For employment purposes such as payrolling and recording attendance</li> <li>· To manage our relationship with you</li> <li>· For legitimate business purposes</li> </ul>

<p><b>Sending you information pursuant to the Personal Data provided</b></p>	<ul style="list-style-type: none"> <li>· To notify you about our new products or services and sending you important information regarding our products or services; and</li> <li>· To notify you about any employment opportunities with the Company.</li> <li>· To notify you on any employment related matters.</li> </ul>
<p><b>Recording of Personal Data and analysing any communications between you and us including phone calls</b></p>	<ul style="list-style-type: none"> <li>· To meet our obligations under our contract with you</li> <li>· To meet regulatory requirements and other legal &amp; statutory provisions</li> <li>· To personalize website(s) of the Company and its affiliates for you</li> <li>· To provide best customer experience</li> <li>· To assess our services to customers, for training and enhancing customer service</li> <li>· To carry out customer analytics and deliver customised content</li> <li>· To carry out client screening/profiling</li> <li>· For managing your employment, processing your payroll and other compensations, managing employee benefits, tracking attendance, etc.</li> </ul>
<p><b>Organising, structuring &amp; storing of Personal Data</b></p>	<ul style="list-style-type: none"> <li>· To meet our obligations under our contract with you</li> <li>· To customize our service offerings</li> <li>· For managing your employment, processing your payroll and other compensations, managing employee benefits, tracking attendance, etc.</li> </ul>
<p><b>Disclosure of your Personal Information to Indian tax authorities, RBI and other statutory and Governmental authorities and Indian and overseas regulators and authorities</b></p>	<ul style="list-style-type: none"> <li>· Where the applicable law requires this to be done</li> <li>· For managing your employment, processing your payroll and other compensations, managing employee benefits, tracking attendance, etc.</li> </ul>
<p><b>Retention of Personal Data</b></p>	<ul style="list-style-type: none"> <li>· Till such time as our contract with you comes to an end; or</li> <li>· to fulfil the relevant purposes mentioned herein; or</li> <li>· To meet regulatory requirements</li> </ul>

## **YOUR RIGHTS IN RELATION TO YOUR SENSITIVE PERSONAL DATA OR INFORMATION COLLECTED BY THE COMPANY**

- a. All Sensitive Personal Data or Information provided to the Company by you have been voluntarily provided to us. You have the right to withdraw your consent at any time in writing by email to [giri.tiru@qbsshealth.com](mailto:giri.tiru@qbsshealth.com), in accordance with the terms of this privacy policy. However, please note that withdrawal of consent will not be retrospective in nature and shall be applicable prospectively. In case you do not provide your information or consent for usage of Sensitive Personal Data or Information or subsequently withdraw your consent for usage of the Sensitive Personal Data or Information so collected, your contract with the Company shall, subject to applicable laws, come to an end as per the terms agreed between us.
- b. You may write to us at [giri.tiru@qbsshealth.com](mailto:giri.tiru@qbsshealth.com) to access, review, amend or correct your Sensitive Personal Data or Information or withdraw your consent to provide Sensitive Personal Data or Information. However, we are not responsible for the authenticity of the Sensitive Personal Data or Information provided by you.
- c. You agree and acknowledge that in respect of any Sensitive Personal Data or Information which cannot be corrected or amended pursuant to any applicable law, law enforcement requests or judicial proceedings or the like, the aforementioned rights will not be available.
- d. You will receive promotional/marketing material from us if you have requested for the same or if you have provided your name and/or other Personal Information or if you have provided your consent as maybe required under the applicable laws, while registering for receiving marketing/promotion content and in case you have not opted out of receiving such communication. You will have the right to 'Opt Out' or 'Exit' out of receiving promotional/marketing information about our products or services.

## **SHARING, TRANSFER, DISCLOSURE OF PERSONAL INFORMATION**

The Company treats your Personal Information as private and confidential and does not reveal it to any third parties except where such action is necessary to comply with legal and regulatory requirements or to protect and defend the rights of its customers.

The Company may disclose and/or transfer your Personal Information to third parties in cases it is necessary for providing services to you and/or if you have expressly consented for the same. We may share your Personal Information without obtaining your prior written consent, with government agencies mandated under the law to obtain information for the purpose of verification of identity or for prevention, detection, investigation or where disclosure is necessary for compliance of a legal obligation.

The Company may also disclose or transfer your Personal Information and Sensitive Personal Data or Information to another third party as a part of reorganization or a sale of the assets or business of the Company to such third party. Any third party to which the Company transfers or sells its assets will have the right to continue to use such Personal Information and Sensitive Personal Data or Information.

Where the Company discloses your Personal Information to its agents or sub-contractors for the purposes

specified herein, the agent or sub-contractor in question will be obligated to use the Personal Information in accordance with, inter alia, the confidentiality terms and conditions contained in the agreements entered into with them. The Company or its agents and/or sub-contractors may use your Personal Information to contact you for promotion of its products/schemes etc. or those of its business partners, from time to time. You hereby agree and understand that such promotional calls shall be made to you unless you expressly convey in writing (which includes electronic form) to the Company that you should not be called further for such promotions, schemes etc. In addition to the disclosures reasonably necessary for the purposes identified herein, the Company may disclose your Personal Information to any third party to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights or for service arising out of contractual obligations.

### **USE OF COOKIES**

The Company uses cookies (i.e. text files containing small amounts of information) which are downloaded to your device in order to provide a personalised browsing experience. Cookies, among other things, allow you to navigate between pages efficiently, remember your preferences and generally improve your browsing experience. All information collected by cookies is aggregated and anonymous. By using the Company's website, you agree that these types of cookies can be placed on your device. You are free to disable /delete the cookies by changing the browser settings. The Company is not responsible for cookies placed in your device by any other website and information collected thereto.

### **OTHER WEBSITES**

The website contains links to other third-party websites. The Company is not responsible for the privacy policies or practices of any third party or for any third party linking the Company's website to its website. Once you leave the Company's website, the information provided by you will be governed by the privacy policy of the owner of the site you are visiting. You need to keep yourself informed of these privacy policies.

### **CONTACT US:**

Any discrepancies and grievances with respect to processing of Sensitive Personal Data or Information may be informed to the designated Grievance Officer as mentioned below:

Name : Giridharan Srinivasan Tirupathi

Designation : Grievance Officer

Email ID : [giri.tiru@qbshealth.com](mailto:giri.tiru@qbshealth.com)

Last updated on: 25 April 2024