
Mind@Ease Privacy Policy

1. Overview and scope of application:

This Privacy Policy is an integral part of the Mind@Ease platform (“**Platform**”) Terms of Use (collective referred to as “**Agreement**”) and is incorporated therein by reference for access and use of the Platform. Capitalized terms not defined in this Privacy Policy shall have the meaning ascribed to them in the Agreement. This Privacy Policy shall be read in conjunction with the Agreement. In the event of a conflict between the terms and conditions of the Privacy Policy and those contained in the Agreement, the terms of the Agreement shall control, supersede and prevail.

This Privacy Policy applies to processing of personal data that is collected by use of or accessing the Platform, which means information about an identifiable individual (“**You**” or “**Your**”), that Tech Mahindra Foundation, its affiliates and subsidiaries (“**TMF**”, “**We**”, “**Our**” or “**Us**”) collect through the Platform about any User of the Platform. It also describes Your data protection rights, including Your right to object to some of the processing that We may carry out. More information about Your rights, and how to exercise them, is set out in the Your Choices and Rights section below.

BY USING THE SERVICES OR BY OTHERWISE GIVING US YOUR INFORMATION, YOU WILL BE DEEMED TO HAVE READ, UNDERSTOOD AND AGREED TO THE PRACTICES AND POLICIES OUTLINED IN THIS PRIVACY POLICY AND AGREE TO BE BOUND BY THE PRIVACY POLICY. WE RESERVE THE RIGHT TO CHANGE, MODIFY, ADD OR DELETE PORTIONS OF THE TERMS OF THIS PRIVACY POLICY, AT OUR SOLE DISCRETION, AT ANY TIME. IF YOU DO NOT AGREE WITH THIS PRIVACY POLICY, DO NOT USE ANY OF THE SERVICES OR GIVE US ANY OF YOUR INFORMATION. YOUR CONTINUED USE OF THE PLATFORM POST ANY MODIFICATIONS MADE BY US TO THIS PRIVACY POLICY SHALL BE CONSIDERED A DEEMED ACCEPTANCE OF THE MODIFIED PRIVACY POLICY. IF YOU USE THE SERVICES ON BEHALF OF SOMEONE ELSE (SUCH AS YOUR CHILD) OR AN ENTITY (SUCH AS YOUR EMPLOYER), YOU REPRESENT THAT YOU ARE AUTHORISED BY SUCH INDIVIDUAL OR ENTITY TO (I) ACCEPT THIS PRIVACY POLICY ON SUCH INDIVIDUAL'S OR ENTITY'S BEHALF, AND (II) CONSENT ON BEHALF OF SUCH INDIVIDUAL OR ENTITY TO OUR COLLECTION, USE AND DISCLOSURE OF SUCH INDIVIDUAL'S OR ENTITY'S INFORMATION AS DESCRIBED IN THIS PRIVACY POLICY.

2. What Personal Data (as defined below) We may collect:

Personal Identification and communication information: Your name, age, gender, phone number, email address and information to verify Your credentials (Your organization's registration certificate under applicable law, professional credentials, documents related to proof of profession/qualification, medical registration number) provided by You while selection of a Third Party Professional on the Platform).

Personal Identification and communication information and application related information are hereinafter collectively referred to as “**Personal Data**”.

3. Consent

We may require You to voluntarily provide Your Personal Data for purposes detailed in this Privacy Policy. Your sharing of any such Personal Data is strictly up to You and when You click on the 'I accept' tab on the consent form at the time of registering, or access the Platform or otherwise provide Your Personal Data, You agree to have given express and specific consent for such collection and processing of Personal Data for purposes as detailed in this Privacy Policy. If You do not provide Us Your Personal Data or if You withdraw the consent at any point in time, We shall have the option not to fulfill the purposes for which the said Personal Data was sought and We reserve the right to restrict You from using the Platform.

4. Why We collect, Use and Store the Personal Data:

a. Collection of Personal Data to fulfil objective of Platform

From time to time, We may request aforementioned Personal Data from You to process Your requests through Our Platform, provide effective Services, and to get valuable feedback from Your experience on Our Platform. In addition, We may also use Your Personal Data for other purposes in order to serve You better, such as informing You of new services, or alliances that could help You.

b. Third parties may access Your Personal Data to provide appropriate Services to You, through the Platform.

c. Collecting Personal Data for on-line surveys

At times, We conduct online surveys to better understand the needs and profile of Our visitors. When We conduct a survey, We will inform You about how We will use the Personal Data prior to Your taking the survey. If You do not want to participate in the survey, You may refrain from contributing to it at Your own discretion.

d. Collecting domain information

Our Platform may use a technology known as web beacons - sometimes called single-pixel gifs - that allow this Platform to collect web log information. A web beacon is a graphic on a web page or in an email message designed to track pages viewed or messages opened. Web log information is gathered when You visit one of Our Platform by the computer that hosts Our Platform (called a "webserver"). The webserver automatically recognizes some information, such as the date and time You visited Our Platform, the pages You visited, the website You came from (to the extent You have given Your consent), the type of browser You are using (e.g., Internet Explorer), the type of operating system You are using (e.g., Windows 10), and the domain name and address of Your Internet service provider. If You have given Your consent, We may also include web beacons in promotional email messages in order to determine whether messages have been opened.

e. Use of cookies

Our Platform does not use any cookies to track Your personal/non-personal data on the Platform. However, the website accessed by You through the Platform may/may not use cookies for tracking Your data. In all such cases, You shall refer to the cookies policy of Your accessed website, which do not fall under Our Platform's ambit and We shall not be made responsible for tracking any such data of Yours.

f. IP address

Our Platform uses Internet Protocol (IP) Addresses. An IP Address is a number assigned to Your computer by Your Internet service provider so You can access the Internet. Generally, an IP address changes each time You connect to the Internet (it is a “dynamic” address). We use Your IP address to report aggregate information on use and to help improve the Platform.

g. We may process Your Personal Data to contact You via phone, SMS, or email.

5. Where We store the Personal Data

The Personal Data You provide to Us via Our Platform is transferred to and stored on Our in-house secure database and is processed to support Your requests on the Platform. Our Platform and database are both hosted within India. The Personal Data, however, may be maintained or processed by staff operating outside India who work for one of Our suppliers.

A transfer of Your Personal Data may happen if any of Our servers are located in a country outside of India or one of Our service providers is located in a country outside of India. If We transfer or store the Personal Data outside India in this way, We will take steps with the aim of ensuring that Your privacy rights continue to be protected, as outlined in this Privacy Policy and in accordance with applicable data protection laws. You agree that You will Limit the use of this Platform to India only. We are not responsible if You avail any Services from outside India. You further, agree to indemnify Us against any losses or claims arising out of Your use of the Platform from outside India.

6. Processing purposes

We collect Personal Data to enable You to use the Platform and fulfil the purpose of the Platform. We have a legitimate interest in the provision of Our Platform and Services, in technical security, rectification of malfunctions as well as detection and tracking of unauthorized access or attempt of access.

7. Disclosure to third parties

To the extent permitted by law and to fulfill the purpose of this Platform, We may share Your Personal Data with agents, contractors or partners of TMF in connection with services that these individuals or entities perform for, or with, TMF, which shall ensure the same degree of data protection policies and procedures as stated in this Privacy Policy. These agents, contractors or partners are restricted from using this Personal Data in any way other than to provide services for TMF, or services for the collaboration in which they and TMF are engaged. We may, for example, provide Your Personal Data to agents, contractors or partners for hosting TMF databases, for data processing services, or so that they can mail You information that You requested. You may remove Yourself from any such list or notification at any time.

We reserve the right to share Your Personal Data to respond to duly authorized information requests of governmental authorities or where required by law. In exceptionally rare circumstances where national, state, or company security is at issue, We reserve the right to share Our entire database of visitors and customers with appropriate governmental authorities.

We may also be required to disclose Your Personal Data in the event of a legal investigation or any such other process where We are required to do so by applicable law or where We have to establish Our legal rights or where disclosure is required to prevent or take action regarding illegal activities, suspected fraud, or situations involving potential threats to the physical safety of any person.

To the extent permitted by law, We may also provide Your Personal Data to a third party in connection with the sale, assignment, or other transfer of this Platform to which the information relates, in which case We will require any such buyer to agree to treat Your Personal Data in accordance with this Privacy Policy.

As a convenience to Our visitors, this Platform may contain links to a number of sites that We believe may offer useful information. The policies and procedures We described here may not apply to those sites. We suggest contacting those sites directly for information on their privacy, security, data collection, and distribution policies.

We will process, disclose or share Your Personal Data only if required to do so by law or in good faith belief that such action is necessary to comply with Our contractual obligations, legal requirements or legal process served on Us or the Platform.

You hereby authorize Us to exchange, transfer, share, part with all or any of Your Personal Data for abovementioned purposes.

8. Verification of Data:

To the extent permitted by law, it will be necessary for Us to verify the details You have supplied (e.g. Your identity, academic qualification, certifications under applicable law and professional credentials, etc.). Such verification could be done through third party service providers, who shall be bound by the obligation of confidentiality and data protection. You hereby give your express and specific consent to us to share your Personal Data with such third parties and to the processing of such Personal Data by such third parties.

9. Monitoring:

Where permitted by applicable law, We reserve the right to monitor, intercept, access and erase all information, material, data and communication (including emails, telephones conversations, and voicemail recording through the Platform).

10. How We share Your Personal Data:

We will share Your Personal Data with other TMF group entities or third party companies to the extent required for the smooth functioning of the Platform.

In the event that a TMF business is sold or integrated with another business in total or in part, Your details may be disclosed to Our advisers, and prospective purchaser's advisers, and will be passed to the new owners of the business.

11. Your Choices and Rights:

You have the right to ask Us for copy of Your Personal Data; to correct, delete, or restrict processing of Your Personal Data; and to obtain the Personal Data You provide in a structured and machine readable format. In addition, You can object to the processing of Personal Data, in some circumstances (in particular, where We do not have to process the data to meet a contractual or legal requirement). Where We have asked for Your consent, You may withdraw consent at any time. If You asked to withdraw Your consent to Us processing Your data, this will not affect any processing which has already taken place at that time.

These rights may be limited, for example, if fulfilling Your request would reveal Personal Data of another person, or if You ask Us to delete information which We are required by law or have compelling legitimate interests to keep. If You have unresolved concerns, You have the right to complain to the data protection authority.

12. How long We retain Your Personal Data:

We will retain Your Personal Data only for as long as We need it for Our legitimate interest in accordance with applicable law, to fulfill Your registration and consultation process and to perform services as You have opted for, or to meet legal requirements, after which We will take steps to delete Your Personal Data or hold it in a form that no longer identifies You.

13. Security:

We take Our responsibilities to protect Your privacy very seriously. Technical safeguards, such as firewalls, antivirus software, and data encryption are used to help ensure that Your Personal Data is kept safe and only disclosed to people who are authorised to view it.

Where We are required to share Your Personal Data with third parties, We will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of Your Personal Data and We will try to ensure that We only share it in ways that are secure.

The transmission of information via the internet or email is not completely secure. Although We will do Our best to protect Your Personal Data, We cannot guarantee the security of data while You are transmitting it to Our Platform; any such transmission is at Your own risk. Once We have received Your Personal Data, We will use strict procedures and security features to try to prevent unauthorized access.

Where We have given You (or where You have chosen) a password so that You can access certain parts of Our Platform, You are responsible for keeping this password confidential. You should choose a password which is not easy for someone to guess.

14. Updates to this Privacy Notice:

This privacy notice may be updated periodically. We will update the date at the top of this privacy notice accordingly and encourage You to check for changes to this privacy notice, which will be available at: <https://mindatease.techmahindrafoundation.org/privacypolicy/>.

On some occasions, We may also actively advise You of specific data handling activities or significant changes to this privacy notice, as required by the applicable law.

15. Governing Law

This Privacy Policy in conjunction with the Terms of Use shall be governed by the laws of India. We disclaim the applicability of any other law to this Privacy Policy in conjunction with the Terms of Use and You agree and accept to waive all rights to enforce Your rights under any other law.

16. Contact Us:

The Data Controller for Your Personal Data will be Us through whom You are registering or applying for relevant work or seeking/providing services.

If You have any question about this privacy policy or wish to contact Us for any reason in relation to Our Personal Data processing, please contact Us at: mrinal.roka@techmahindrafoundation.org