

# Privacy Policy

**Last Updated: 01/07/2024**

## 1. Introduction

Oabco Innovations Pvt. Ltd. ("Company", "we", "us" or "our") owns, operates, and manages the website [test.oabco.in](https://test.oabco.in). Our Site, branded as Dawa.ai, provides an online cloud-based platform for facilitating retail pharmacies in India ("user", "users", "you" or "your") to procure pharmaceutical products, manage inventory including QR code scanning, lot tracking, expiration date tracking, automate purchase orders, and offer a wide array of customer management solutions ("Services").

This Privacy Policy (or "Policy") explains the information we collect from you (including the nature of Sensitive Personal Data or Information), the purpose, means, and modes of usage of such information, and the sharing of such information and your legal rights thereto. You may withdraw your consent for the collection and use of your information at any time, subject to the terms of this Policy. However, withdrawal of consent may affect our ability to provide you with certain Services. Your decision to withdraw consent will not cease the processing of Personal Information pursuant to your earlier consent, prior to such withdrawal.

This Policy does not apply to practices of companies we do not own or control, including other companies you might interact with on or through the Site.

We request you also read the Terms of Service, which sets out the terms governing the Site and the Services.

BY USING OUR SITE OR BY OTHERWISE GIVING US YOUR INFORMATION, YOU AGREE TO THE PRACTICES AND POLICIES OUTLINED IN THIS PRIVACY POLICY. YOU CONSENT TO OUR COLLECTION, USE, SHARING, AND DISCLOSURE OF YOUR INFORMATION AS DESCRIBED HEREIN. IF YOU DO NOT AGREE WITH THIS POLICY, DO NOT USE THE SITE OR THE SERVICES OR PROVIDE US WITH ANY INFORMATION. IF YOU USE THE SITE OR SERVICES ON BEHALF OF SOMEONE ELSE OR AN ENTITY, YOU REPRESENT THAT YOU ARE AUTHORIZED TO ACCEPT THIS PRIVACY POLICY ON THEIR BEHALF.

## 2. Information Collected

**Voluntary Information:** We collect personal information that you voluntarily provide when you register on the Site, express interest in our products and Services, participate in activities on the Site, or contact us. This may include your name, password, contact details, location, date of birth, geographical information, Apple ID, gender, PAN card/Aadhaar card/election card/driving licence, GST number, identity cards or registration details issued by relevant authorities, drug licence, pharmacist registration details, photos of your pharmacy store, and any other details relevant to the Services. This information is referred to as "Personal Information".

We may also collect Sensitive Personal Data or Information, including but not limited to: (i) passwords; (ii) financial information (bank account or credit/debit card/virtual wallets/UPI information); (iii) inventory data, sales and purchase data, accounting information (receivables and payables); (iv) health conditions; (v) any information relating to Personal Information provided for procuring the Services; (vi) biometric information. Such information, when combined with other information available to us, can directly or indirectly identify you.

All Personal Information provided must be true, complete, and accurate. Any changes must be promptly communicated to us.

**Browser and Device Information:** We automatically collect certain information when you visit, use, or navigate the Site. This may include IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, usage information, and technical information necessary for maintaining security and operation of the Site and for internal analytics and reporting purposes.

**Communications and Interactions:** We may collect communications and interactions with you, including chats, emails, and feedback/testimonials provided to support tickets or at our request.

**Inventory Data:** We may collect, store, and process inventory data of retail pharmacies to respond to queries regarding the availability of medicines/pharmaceutical products.

### 3. Use of Information

We use the collected information to:

- Provide, operate, improve, and customize the Site and Services.
- Process transactions and manage your subscriptions.
- Send notifications, updates, and other communications related to the Services.
- Analyze usage and trends to improve user experience.
- Detect, prevent, and address technical issues and security breaches.
- Comply with legal obligations.

### 4. Sharing of Information

We do not sell, trade, or transfer your Personal Information to third parties without your consent, except as described below:

**Service Providers:** We share information with third-party service providers who perform services on our behalf, such as payment processing (Razorpay), hosting, and data analysis.

**Legal Requirements:** We may disclose information if required by law or in response to valid requests by public authorities.

**Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred.

**Third-Party Analytics:** We may share non-personally identifiable information with third-party analytics (e.g., Google Analytics, Firebase Analytics, Zoho Analytics) for internal analytics and improvement of the Services.

**Manufacturers:** We may share aggregated information with manufacturers of pharmaceutical products to help improve healthcare and allied sectors.

## **5. Payment Processing**

We use Razorpay for processing payments. Razorpay collects and processes your payment information according to their privacy policy. We do not store your payment information. For more information, please review Razorpay's Privacy Policy [here](#).

## **6. Data Security**

We implement appropriate measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is completely secure.

## **7. Your Rights**

Depending on your jurisdiction, you may have the following rights regarding your Personal Information:

- The right to access your information.
- The right to correct inaccurate information.
- The right to request deletion of your information.
- The right to restrict or object to processing.
- The right to data portability.

To exercise these rights, please contact us using the contact details below.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. Please review this Privacy Policy periodically for any updates.

## **9. Contact Us**

If you have any questions about this Privacy Policy, please contact us at:

Oabco Innovations Pvt. Ltd.

[Your Contact Information]

[Email Address]

[Phone Number]