

SRI SHANKARA CANCER HOSPITAL AND RESEARCH CENTRE

Website Privacy Policy

www.srishankaracancerhospital.org

Last Updated: **28-05-2026**

1. Introduction and Scope

Sri Shankara Cancer Hospital and Research Centre (“SSCHRC”, “the Hospital”, “we”, “us” or “our”) is committed to protecting the privacy and personal data of every individual who visits or uses our website, **www.srishankaracancerhospital.org** (the “Website”). This Privacy Policy explains what personal data we collect through the Website, why we collect it, how we use, store, share, retain and protect it, and the rights and choices available to you in relation to your personal data.

This Policy is published in compliance with the **Digital Personal Data Protection Act, 2023** (“DPDP Act”) and the **Digital Personal Data Protection Rules, 2025** (“DPDP Rules”), read with the Information Technology Act, 2000 and other applicable laws of India.

For the purposes of the DPDP Act, the Hospital acts as the **Data Fiduciary** — the entity that determines the purpose and means of processing your personal data — and you, the user, are the **Data Principal**, being the individual to whom the personal data relates. Where you submit personal data on behalf of another person (for example, as the parent, guardian or caregiver of a patient), you confirm that you are authorised to do so.

Applicability. This Policy applies to your use of the Website and to the forms, online services, content and communications offered through it. By accessing or continuing to use the Website, you confirm that you have read and understood this Privacy Policy. If you do not agree with it, please do not use the Website.

2. Key Definitions

The following terms carry the meaning set out below. Terms not defined here have the meaning assigned to them under the DPDP Act and DPDP Rules.

Term	Meaning
Personal Data	Any data about an individual who is identifiable by or in relation to such data.
Processing	Any operation performed on personal data — such as collection, recording, storage, use, sharing, disclosure or erasure — whether automated or not.
Data Fiduciary	The person or entity (here, the Hospital) that determines the purpose and means of processing personal data.

Term	Meaning
Data Principal	The individual to whom the personal data relates, including, in the case of a child, the parent or lawful guardian, and in the case of a person with disability, the lawful guardian.
Data Processor	Any person who processes personal data on behalf of the Hospital under a valid contract (for example, a web hosting, email or analytics provider).
Consent	Your free, specific, informed, unconditional and unambiguous agreement, given through a clear affirmative action, to the processing of your personal data for a specified purpose.
Cookies	Small text files placed on your device by the Website to enable functionality, remember preferences, and understand how the Website is used.
Board	The Data Protection Board of India established under the DPDP Act.
Child	An individual who has not completed eighteen (18) years of age.

3. The Personal Data We Collect

Depending on how you use the Website, we may collect the following categories of personal data. We collect only such data as is necessary for the purposes described in this Policy. You can browse most of the Website without providing any personal data.

Category	Examples of data collected
Identity & contact data	Name, age, gender, postal address, mobile number and email address, where you choose to provide them through our forms.
Appointment & enquiry data	Information you submit when booking an appointment, making an enquiry, or contacting us — which may include limited health-related information such as the reason for your visit.
Health-related data	Any medical, clinical or health information you voluntarily share with us through the Website, for example in an appointment request or enquiry.
Donation data	Where the Website offers online donations, your name and contact details and donation records. Payment is processed by an authorised third-party payment gateway.
Recruitment data	Where the Website offers a careers section, the details and documents you submit when applying for a position.
Technical & device data	IP address, browser type and version, operating system, device identifiers, referring pages, and time-zone and language settings.

Category	Examples of data collected
Usage & cookie data	Pages viewed, links clicked, time spent and other interactions with the Website, collected through cookies and similar technologies (see Section 9).

Payment information. We do **not** store your bank account, debit card or credit card details on the Website. Where online payments or donations are offered, these are handled by authorised third-party payment service providers under their own security standards.

4. How We Collect Your Personal Data

We collect personal data through the following means:

- Directly from you, when you complete a form, book or request an appointment, submit an enquiry, subscribe to updates, make a donation, apply for a role, or otherwise communicate with us through the Website;
- Automatically, through cookies, server logs and similar technologies, when you browse the Website (such as technical, device and usage data described above); and
- From authorised third parties, such as service providers or referring sources, where you have consented or where it is permitted by law.

5. Purposes for Which We Process Your Personal Data

We process your personal data only for clear and lawful purposes that are made known to you at or before the time of collection. These purposes include:

Purpose	What this involves
Responding to enquiries	Receiving and responding to your appointment requests, enquiries and messages submitted through the Website.
Service delivery	Facilitating appointment booking, registration and related services offered through the Website.
Communication	Sending you confirmations, responses, requested updates and, where you have opted in, newsletters or information about our services.
Website operation & improvement	Operating, maintaining, securing and improving the Website, including analytics, diagnostics and troubleshooting.
Donations & recruitment	Processing online donations and job applications, where these features are offered.
Legal & regulatory compliance	Meeting our obligations under applicable laws and responding to lawful requests by authorities or courts.

Purpose limitation. We will not use your personal data for any new purpose that is incompatible with the purposes set out above without first informing you and, where required, obtaining your consent.

6. Legal Basis for Processing

Under the DPDP Act, we process your personal data on one of the following lawful bases:

1. **Your consent** — given freely and through a clear affirmative action, for the specific purposes notified to you (for example, when you submit a form or subscribe to updates); and
2. **Certain legitimate uses recognised under the DPDP Act** — including where you have voluntarily provided your data for a specified purpose, for the provision of medical treatment or health services, in a medical emergency, or to comply with a legal obligation, judgment or order.

Where we rely on your consent, you may withdraw it at any time as described in Section 7. Withdrawing consent does not affect the lawfulness of processing carried out before withdrawal, and certain processing (such as records required to be retained by law) may continue even after withdrawal.

7. Notice, Consent and Withdrawal of Consent

Notice. Before or at the time we seek your consent, we provide you with a clear and accessible notice, in plain language, describing the personal data we wish to collect, the purpose of processing, how you can exercise your rights, how you can withdraw consent, and how you can make a complaint to the Board.

Consent. Where consent is the basis for processing, it is sought through a clear affirmative action on the Website (for example, by submitting a form or selecting an “I agree” option). Your consent is limited to the personal data necessary for the specified purpose.

Withdrawal. You may withdraw your consent at any time by contacting our Data Protection Officer using the details in Section 16, or by using any consent-management option provided on the Website. We will make the process of withdrawing consent as easy as it was to give it. On withdrawal, we will stop processing your personal data for the relevant purpose within a reasonable time, unless continued processing is required or permitted by law.

8. Personal Data of Children and Persons with Disabilities

Children. The Website is not directed at children, and we do not knowingly collect the personal data of a child (an individual under eighteen years of age) without **verifiable consent from the child’s parent or lawful guardian**. Where the data of a child is submitted (for example, when a parent requests an appointment for a child), we process it only on the basis of such verifiable consent and take reasonable steps to verify that the person giving consent is the parent or lawful guardian and is an adult.

We do not undertake any processing of a child’s personal data that is likely to cause a detrimental effect on the well-being of the child, and we do not carry out tracking, behavioural monitoring or targeted advertising directed at children.

Persons with disabilities. Where personal data relates to a person with disability who has a lawful guardian, we process such data on the basis of verifiable consent provided by that lawful guardian, in accordance with applicable law.

9. Cookies and Similar Technologies

Our Website uses cookies and similar technologies to make the Website work, to remember your preferences, and to understand how the Website is used so that we can improve it. The main categories are:

Cookie type	Purpose
Strictly necessary	Required for the Website to function and for security. These cannot be switched off in our systems.
Functional	Remember your choices and preferences to provide a better experience.
Analytics / performance	Help us understand how visitors use the Website (for example, which pages are most visited), on an aggregated basis.
Third-party	Set by third-party services embedded in the Website, such as maps, videos or analytics tools.

Where required, we will seek your consent before placing non-essential cookies. You can control or delete cookies through your browser settings and, where available, through the cookie-preferences option on the Website. Disabling certain cookies may affect how the Website functions.

10. Web Analytics and Server Logs

We may use web-analytics services to collect usage data on an aggregated and largely de-identified basis. We also maintain server logs that record technical information such as IP addresses and request details, which we use to operate and secure the Website and to detect and prevent misuse. Such logs are retained only for as long as necessary and for the minimum period required under applicable law.

11. Third-Party Links and Embedded Content

The Website may contain links to external websites and may embed third-party content (such as maps, videos or social-media features). We are not responsible for the privacy practices or content of those third parties. When you follow a link to, or interact with, an external service, that service's own privacy policy will apply. We encourage you to review the privacy policy of any third-party website you visit.

12. Disclosure and Sharing of Personal Data

We do not sell, rent or trade your personal data. We do not share your personal data with third-party marketers, and we will not use it for any promotional activity, without your explicit consent. We may disclose your personal data only in the following circumstances:

- With members of our staff and care teams who need it to respond to your request or provide a service;

- With Data Processors who provide services to us (such as secure hosting, email, payment, or analytics providers) under contracts that require them to protect your data and use it only on our instructions;
- Where required by law, regulation, court order, or a lawful request from a government or regulatory authority;
- Where necessary to protect the rights, safety and property of the Hospital, our patients, staff or the public; and
- With other persons or entities where you have specifically directed or consented to such sharing.

13. Transfer of Personal Data Outside India

Your personal data is ordinarily stored and processed in India. If, in the course of operating the Website or providing related services, your personal data is transferred to or processed in a country or territory outside India (for example, by a hosting or analytics provider), we will do so only in accordance with the conditions specified by the Central Government under the DPDP Act and with appropriate safeguards in place.

14. Data Retention and Deletion

We retain your personal data only for as long as is necessary to fulfil the purposes for which it was collected, or for as long as required to meet legal, medical, regulatory and operational obligations — whichever is longer. Medical and clinical records, where created, are retained for the minimum periods prescribed under applicable medical record-retention laws and regulations, even where you request deletion.

When personal data is no longer required and is not subject to any legal retention obligation, we will delete or anonymise it.

Your right to request deletion. You may request deletion of your personal data at any time by:

- sending an email to queries@sschrc.org ; or
- using a contact or request option provided on the Website.

On receiving a valid request, we will delete or anonymise the personal data within **15** working days, unless retention is required or permitted under applicable law. Where we are required to retain certain records, we will inform you and delete the remaining data that is not subject to such requirements.

15. Security Safeguards

We implement reasonable security safeguards to protect your personal data against unauthorised access, use, disclosure, alteration, loss or destruction, and to preserve its confidentiality, integrity and availability. These measures include, as appropriate:

- Encryption of data in transit (for example, HTTPS/TLS) and at rest, and other measures such as tokenisation where suitable;

- Role-based access controls, so that data is accessible only to authorised personnel on a need-to-know basis;
- Logging, monitoring and periodic review or audit of access to personal data;
- Secure backup and recovery arrangements; and
- Contractual obligations on our Data Processors to maintain equivalent safeguards.

While we take these steps to protect your personal data, no method of internet transmission or electronic storage is completely secure. We therefore cannot guarantee absolute security, but we are committed to acting promptly and responsibly in the event of any security incident.

16. Personal Data Breach

In the event of a personal data breach, we will take prompt steps to assess and contain it. In accordance with the DPDP Act and DPDP Rules, we will:

- notify each affected Data Principal, without undue delay, through registered communication channels, describing the nature and likely consequences of the breach, the measures we have taken, and the steps you may take to protect yourself; and
- notify the Data Protection Board of India within the timelines prescribed under the DPDP Rules, and provide follow-up information on our investigation and remedial actions.

17. Your Rights as a Data Principal

Subject to the DPDP Act, you have the following rights in relation to your personal data:

Right	What it means
Right to access	To obtain a summary of the personal data we process about you and the processing activities undertaken.
Right to correction	To have inaccurate or misleading personal data corrected, and incomplete data completed or updated.
Right to erasure	To request deletion of your personal data, subject to legal retention requirements.
Right to withdraw consent	To withdraw consent previously given, at any time and as easily as it was given.
Right to grievance redressal	To have your complaints addressed through our grievance redressal mechanism (see Section 18).
Right to nominate	To nominate another individual to exercise your rights under the DPDP Act in the event of your death or incapacity.

18. How to Exercise Your Rights and Grievance Redressal

You may exercise any of the rights described above, or raise a grievance, by contacting our Data Protection Officer / Grievance Officer using the details in Section 19. We will verify your identity before

acting on your request, and we will respond to and resolve requests and grievances within a reasonable period and within the timelines prescribed under applicable law.

19. Data Protection Officer / Grievance Officer

For any questions about this Privacy Policy, to exercise your rights, or to raise a grievance about how we handle your personal data, please contact:

Contact point	Details
Name	Himabindu Vedukala
Designation	Project Lead - Web Development Team
Email	himabindu@sschrc.org
Phone	080 2698 1174
Postal address	Sri Shankara Cancer Hospital and Research Centre, 1st Cross, Shankara Math Premises, Shankarapuram, Basavanagudi, Bengaluru, Karnataka 560004.

20. Right to Complain to the Data Protection Board

If you are not satisfied with our response to your grievance, you have the right to register a complaint with the Data Protection Board of India, in the manner and within the timelines provided under the DPDP Act and DPDP Rules.

21. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in law, technology or our practices. When we make material changes, we will update the “Last Updated” date above and, where appropriate, notify you through the Website. We encourage you to review this Policy periodically. Your continued use of the Website after an update indicates your acceptance of the revised Policy, subject to any consent we are required to obtain afresh.

22. Contact Us

If you have any questions or concerns about this Privacy Policy or our handling of your personal data, please contact us at **080 2698 1174**, or write to us at queries@sschrc.org, Sri Shankara Cancer Hospital and Research Centre, **1st Cross, Shankara Math Premises, Shankarapuram, Basavanagudi, Bengaluru, Karnataka 560004.**