

Privacy Policy

St. Vincent Diabetic Research Center & Hospital Effective Date: 23 July 2026 Last Updated: 23 July 2026

St. Vincent Diabetic Research Center & Hospital ("St. Vincent Hospital," "we," "us," or "our") is committed to protecting the privacy and confidentiality of every visitor to our website and every patient we serve. This Privacy Policy explains what information we collect through **stvincentdrc.com**, how we use it, how we protect it, and the choices and rights available to you. It is framed in line with India's Digital Personal Data Protection Act, 2023 (DPDP Act) and applicable healthcare confidentiality standards, including our commitments as an NABH-accredited facility.

By using this website or submitting information through it (including the appointment request form), you agree to the practices described in this policy.

1. Information We Collect

1.1 Information You Provide Directly

When you book an appointment or contact us through our website, we may collect:

- First and last name
- Phone number
- Email address
- Department / specialist selected
- Preferred appointment date
- A brief description of your medical concern
- Any information you share with us via phone, WhatsApp, or email

1.2 Sensitive Personal / Health-Related Information

Where you voluntarily describe symptoms, conditions, or medical history in the appointment form or in correspondence with us, this is treated as **sensitive personal data (health data)** and is handled with a higher standard of care, access control, and confidentiality, consistent with medical ethics and applicable law.

1.3 Information Collected Automatically

When you browse our website, our hosting and analytics providers may automatically collect:

- IP address and approximate location
- Browser type, device type, and operating system
- Pages visited, time spent, and referring website
- Cookies and similar technologies (see Section 5)

1.4 Information from Third-Party Services

- **WhatsApp:** If you contact us via our WhatsApp link, your interaction is also subject to WhatsApp's own privacy policy.
 - **Google Maps:** Our "Find Us" and location links use Google Maps; use of this feature is subject to Google's privacy policy.
 - **Google Reviews:** If you leave a review via our Google Maps listing, that review and any associated profile information is managed by Google, not by us.
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2. How We Use Your Information

We use the information collected to:

1. Schedule, confirm, and manage appointments with our doctors and departments
2. Communicate with you about your appointment, enquiry, or care (via phone, SMS, WhatsApp, or email)
3. Provide the medical, diagnostic, nutritional, cardiac, and diabetic care services you request
4. Maintain accurate patient records for continuity of care, in line with medical record-keeping requirements
5. Respond to general enquiries, donation/CSR requests, and feedback
6. Improve our website, services, and patient experience
7. Comply with applicable legal, regulatory, and NABH accreditation obligations
8. Send you relevant health awareness information, only where you have not opted out

We do **not** use your health information for marketing or advertising purposes, and we do not sell your personal data to any third party.

3. Legal Basis for Processing

We process your personal data on the following grounds:

- **Your consent** — given when you voluntarily submit the appointment form or contact us
- **Provision of healthcare services** — necessary to respond to your request or treat you as a patient
- **Legitimate interest** — to operate and improve our website and services
- **Legal obligation** — where required by Indian healthcare regulations, medical council guidelines, or NABH standards

You may withdraw consent for non-essential communication at any time by contacting us (Section 9). Withdrawing consent does not affect the lawfulness of processing carried out before withdrawal, and does not apply to records we are legally required to retain.

4. How We Share Your Information

We do not sell, rent, or trade your personal information. We may share information only in the following limited circumstances:

- **With our medical and administrative staff** directly involved in your care or appointment
- **With visiting specialists** (e.g., cardiologist) where relevant to your treatment
- **With service providers** who support our website, hosting, appointment scheduling, or communications (e.g., WhatsApp, email, hosting/CMS providers), bound by confidentiality obligations
- **With regulatory or government authorities** where required by law, court order, or NABH/medical council reporting obligations
- **In a medical emergency**, where sharing information is necessary to protect your life or health, or that of others

We never publish, display, or share patient names, medical conditions, or treatment details on our website or social media without your explicit, separate consent (for example, patient testimonials shown on our website are published only with the patient's permission).

5. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Remember your preferences and improve site functionality
- Understand how visitors use our website (analytics)
- Enable embedded features such as Google Maps

You can control or disable cookies through your browser settings. Disabling cookies may affect certain website features, but will not affect your ability to call or contact us directly.

6. Data Retention

- **Appointment enquiry data** submitted through the website is retained only as long as necessary to process your request, and is deleted or anonymised thereafter unless you become a registered patient.
 - **Medical/patient records** are retained in accordance with applicable Indian medical record-retention regulations and NABH standards.
 - **Website analytics data** is retained only for as long as necessary for the purposes described above.
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7. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information, including:

- Restricted, role-based access to patient information

- Secure handling of appointment requests submitted through our website
- Confidentiality obligations for staff and visiting specialists

No method of electronic transmission or storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security, and you share information with us at your own discretion.

8. Your Rights

Subject to applicable law, you have the right to:

- **Access** the personal information we hold about you
- **Correct** inaccurate or incomplete information
- **Withdraw consent** for non-essential communications
- **Request deletion** of website enquiry data that we are not legally required to retain
- **Raise a grievance** regarding how your data has been handled

To exercise any of these rights, please contact us using the details in Section 9. We will respond within a reasonable timeframe as required under applicable law.

9. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

St. Vincent Diabetic Research Center & Hospital St. Vincent Hospital Road, Irinjalakuda, Thrissur, Kerala 680 121

☎ 0480-282-6213 ✉ info@stvincenthospital.in ✉ appointments@stvincenthospital.in 🕒

Monday – Saturday, 8:00 AM – 6:00 PM · Emergency: 24/7

10. Children's Privacy

Our website is not directed at children under 18 for the purpose of independently submitting personal information. Appointment requests for minors must be made by a parent or legal guardian.

11. Third-Party Links

Our website may contain links to third-party websites (e.g., Google Maps, WhatsApp, Google Reviews). We are not responsible for the privacy practices or content of these external sites. We encourage you to review their respective privacy policies.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or NABH standards. The "Last Updated" date at the top of

this page indicates when the policy was last revised. We encourage you to review this page periodically.

This Privacy Policy is intended to be read alongside our general Terms of Use and any patient consent forms provided at the hospital. In case of any conflict between this website Privacy Policy and a signed hospital consent/registration form, the hospital consent form will govern for in-person treatment purposes.