

Privacy Policy

Effective Date: 18-09-2025

Last Updated: 18-09-2025

Endoworld Medical Foundation (“we,” “our,” “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you interact with our services, including through our website, event registrations, payments (via Razorpay), and other activities.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, postal address, billing/shipping details.
 - **Payment Information:** Billing details, transaction history. Sensitive financial data (e.g. card details) is processed securely by Razorpay and not stored by us.
 - **Technical & Usage Information:** IP address, browser type, operating system, device identifiers, cookies, and website interaction details.
 - **Communications:** Any inquiries, feedback, or correspondence with us.
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2. How We Use Your Information

Your information may be used to:

- Process registrations, payments, refunds, and services.
 - Deliver confirmations, invoices, and customer support.
 - Communicate updates, policy changes, and relevant information.
 - Improve our website, services, and user experience.
 - Ensure fraud prevention, security, and compliance with legal obligations.
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3. Sharing Your Information

We do not sell your personal data. We may share your information with:

- **Payment Gateway Providers:** e.g. Razorpay, to process secure transactions.

- **Service Partners:** such as event organizers, logistics/shipping providers (if applicable).
 - **Legal Authorities:** when required to comply with laws, regulations, or government requests.
 - **Business Successors:** in case of a merger, restructuring, or transfer of operations.
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4. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this policy or as required by applicable law. Afterward, data may be anonymized for reporting or research purposes.

5. Cookies & Tracking

Our website may use cookies and similar technologies to:

- Enhance browsing experience.
- Track usage analytics.
- Enable secure login and transactions.

You can disable cookies through your browser settings, though some features may be limited.

6. Security

We adopt industry-standard measures to safeguard your data against unauthorized access, misuse, alteration, or disclosure. While we strive to protect your information, no electronic transmission or storage is 100% secure.

7. Your Rights

As per applicable Indian laws, you have the right to:

- Access and review your personal data.
- Request corrections or updates to inaccurate information.
- Request deletion of personal information, subject to legal and contractual obligations.

- Withdraw consent for data processing (where consent was given).

To exercise these rights, please contact us (details below).

8. Children's Privacy

Our services are not directed towards individuals under 18 years of age. We do not knowingly collect personal information from children. If we discover that we have inadvertently collected such information, we will delete it promptly.

9. Changes to this Privacy Policy

We may revise this Privacy Policy from time to time. Updated versions will be posted on our website with a revised "Last Updated" date. Significant changes will be notified via appropriate communication channels.

10. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, please contact us:

Endoworld Medical Foundation

Chhatrapati Sambhajinagar, Maharashtra, India

 Email: finance@endoworldhospital.com

 Phone: +91 9881 130252