

Privacy Policy

Effective Date: 01 December 2025

Aarna Systems And Wellness Private Limited ("we", "our", "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.aditihealthcare.in or use our products and services. Please read this policy carefully.

1. Information We Collect

We may collect the following types of information:

a) Personal Information

Name, email address, phone number, billing and shipping address, and other details you voluntarily provide when placing orders, submitting enquiries, or requesting services.

b) Payment Information

Payments are processed securely through third-party payment gateways. We do **not** store or process your credit/debit card details, UPI information, or banking credentials.

c) Usage Data

Information automatically collected when you visit our website, including IP address, browser type, device information, pages visited, referring URLs, and time spent on the website.

d) Cookies and Tracking Technologies

We use cookies and similar technologies to improve website functionality and user experience. You may disable cookies through your browser settings; however, certain features of the website may not function properly.

2. How We Use Your Information

We use the information collected for the following purposes:

- To process and fulfil orders and deliver products or services
- To respond to enquiries, service requests, and customer support needs
- To send order confirmations, invoices, installation updates, and service-related communications
- To improve website performance, content, and user experience
- To send promotional emails or newsletters **only if you have opted in**

3. Sharing of Your Information

We do not sell, trade, or rent your personal information to third parties. Your information may be shared only in the following situations:

a) Service Providers

With trusted third-party vendors who assist us with website hosting, payment processing, logistics, installation services, or other business operations, subject to confidentiality obligations.

b) Legal Compliance

When required to comply with applicable laws, regulations, legal processes, or governmental requests, or to protect our legal rights and interests.

4. Data Security

We use reasonable administrative, technical, and physical security measures to safeguard your personal information against unauthorized access, misuse, alteration, or disclosure. While we strive to protect your data, no method of transmission over the internet is 100% secure.

5. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes described in this Privacy Policy or as required by applicable laws. When data is no longer required, it is securely deleted or anonymized.

6. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date. Continued use of the website after such changes constitutes acceptance of the revised policy.

7. Your Rights

You have the right to:

- Access your personal information
- Request correction of inaccurate or incomplete data
- Request deletion of your personal information (subject to legal and regulatory requirements)

To exercise these rights, please contact us using the details provided below. We will respond within a reasonable timeframe in accordance with applicable laws.

8. Contact Information & Grievance Redressal

In accordance with the Information Technology Act, 2000 and applicable rules, we are committed to addressing privacy concerns and grievances promptly.

Aarna Systems And Wellness Private Limited

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