



Elixir Healthcare Solutions – GDPR-Compliant Privacy Policy

Last Updated: 15-Dec-2025

1. Introduction

Elixir Healthcare Solutions ("Elixir," "we," "us," or "our") is committed to protecting the privacy and personal data of individuals who interact with our website <https://www.elixireshealth.com> and our services.

This Privacy Policy explains how we collect, use, store, share, and protect personal data in accordance with the **General Data Protection Regulation (EU) 2016/679 (GDPR)** and the **UK General Data Protection Regulation (UK GDPR)**.

By using our website, you acknowledge that you have read and understood this Privacy Policy.

2. Data Controller Information

Elixir Healthcare Solutions is the **Data Controller** for personal data processed via our website.

Data Controller:

Elixir Healthcare Solutions

Address: Pune, India, 412207

Email: support@elixireshealth.com

Phone: +91-9860630805

If required, we can appoint an EU/UK representative.

3. Categories of Personal Data We Collect

We may collect the following categories of data:

3.1 Data You Provide Directly

When you use our website, contact us, or access our services, you may provide:

- Name
- Email address
- Phone number
- Address (optional)
- Appointment details or service inquiries
- Any information voluntarily submitted in forms

Special Category Data (Healthcare/Medical Data):

If you provide *medical information* or *health-related details*, this constitutes **Special Category Data** and is processed only when:

- Strictly necessary for providing healthcare services
- Explicit consent is given

- Required to protect vital interests
- Allowed by law for healthcare management

3.2 Automatically Collected Data

We may collect:

- IP address
- Browser information
- Device identifiers
- Pages visited
- Time/date of access
- Referring URL
- Cookie identifiers

3.3 Cookies and Tracking Tools

We use cookies for functionality, performance analytics, and security.

Non-essential cookies (e.g., analytics, marketing) are activated **only with your consent**.

4. Legal Bases for Processing (GDPR Article 6 & 9)

We process personal data under the following legal bases:

4.1 Article 6 Legal Bases

- **Consent** – when you voluntarily provide data (e.g., sign up, submit forms)
- **Contract Performance** – to deliver services you request
- **Legal Obligation** – where required under healthcare, tax, or regulatory law
- **Legitimate Interests** – for website performance, security, and analytics
- **Vital Interests** – in emergencies affecting life or health

4.2 Article 9 Special Category Data Bases (Medical Data)

Medical/health data is processed only when:

- You give **explicit consent**
- Necessary for **preventive or occupational medicine**, diagnosis, or care
- Required for **public interest in public health**
- Needed for **legal claims**

5. How We Use Your Data

We use personal data for the following purposes:

- To respond to inquiries or appointment requests
- To provide healthcare-related services

- To manage patient or client accounts
- To send service updates or administrative notices
- To improve website functionality and security
- To comply with legal or regulatory obligations
- To protect against fraud, misuse, or security threats

We **never sell personal data**.

6. How We Store and Protect Your Data

We employ robust administrative, technical, and physical safeguards, including:

- Encryption
- Secure servers
- Access controls and authentication
- Data minimization principles
- Regular audits and security monitoring

Special Category Data (health data) receives **enhanced protection**.

7. Data Retention

We retain personal data only as long as necessary for:

- Service delivery
- Legal or regulatory obligations
- Medical record requirements
- Security and dispute resolution

After retention periods expire, data is securely deleted or anonymised.

8. Your GDPR Rights

Under GDPR, you have the following rights:

- **Right to Access** – obtain a copy of your personal data
- **Right to Rectification** – correct inaccuracies
- **Right to Erasure (“Right to Be Forgotten”)**
- **Right to Restrict Processing**
- **Right to Data Portability**
- **Right to Object** to processing based on legitimate interests
- **Right to Withdraw Consent** at any time
- **Rights Regarding Automated Decision-Making** (we do not use such systems)

To exercise your rights, contact us at: **[Insert Email]**

You may also lodge a complaint with your country's **Data Protection Authority (DPA)**.

9. Sharing Your Data

We may share data with trusted third parties, including:

- Website hosting and IT providers
- Analytics service providers
- Healthcare partners (only with appropriate safeguards)
- Legal and regulatory authorities (when required)

Special Category Data is shared only where strictly necessary and always under GDPR-compliant agreements.

We do **not** sell or rent personal data.

10. International Data Transfers

If data is transferred outside the EU/UK, we ensure compliance using:

- Standard Contractual Clauses (SCCs)
- Adequacy decisions
- Additional security measures

You may request details of safeguards in place.

11. Third-Party Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices of those external sites.

We encourage you to review their privacy policies.

12. Children's Privacy

Our services are **not directed at children under 16** unless related to healthcare services where parental consent is required.

We do not knowingly collect data from minors without appropriate authorization.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Revisions will be posted on this page with an updated "Last Updated" date.

Continued use of the website indicates acceptance of those changes.

14. Contact Information

For questions about this Privacy Policy or GDPR rights, contact:

Data Protection Officer (if applicable)

Elixir Healthcare Solutions

Email: support@elixireshealth.com

Phone: +91-9860630805

Address: Pune, Maharashtra 412207