

## **Privacy Policy for the users of TrialOptima**

TrialOptima recognises the importance of maintaining your privacy. We value your privacy and appreciate your trust in us. This Policy describes how we treat user information we collect on <https://app.mytrialoptima.com> and other offline sources. This Privacy Policy applies to current and former visitors to our SaaS platform (TrialOptima). By visiting and/or using our SaaS Platform, you agree to this Privacy Policy.

TrialOptima is a property of Jehangir Clinical Development Centre Private Limited, an Indian Company registered under the Companies Act, 2013 having its registered office at 32, Sassoon Road, Jehangir Hospital Premises, Pune – 411 001.

### **Information we collect**

**User information.** We might collect your name, email, mobile number, phone number, organization details, street, city, state, pincode, country and IP address.

**Payment and billing information.** We might collect your billing name, billing address and payment method when you purchase the subscription. We NEVER collect your credit card number or credit card expiry date or other details pertaining to your credit card on our SaaS platform. Credit card information will be obtained and processed by our online payment partner (HDFC payment gateway)

**Other information.** If you use our SaaS platform, we may collect information about your IP address and the browser you're using. We might look at what site you came from, duration of time spent on our SaaS platform, pages accessed or what site you visit when you leave us. We might also collect the type of mobile device you are using, or the version of the operating system your computer or device is running.

**Feasibility Assessment:** You consent to upload and sharing of protocol synopsis and feasibility questionnaires on our SaaS platform for the purpose of site feasibility assessment. The information provided will be used solely for assessing site feasibility and will not be shared with any other third parties without your explicit consent, except as required by law. All information provided by you will be treated as confidential and will only be accessible to authorized personnel, including

our employees and contractors, involved in the feasibility assessment process and to the sites that you have selected in our SaaS platform. The information will be retained only as long as necessary to fulfil the purposes outlined or as required by applicable law. We will implement appropriate technical and organizational measures to protect your data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

All intellectual property (IP) related to the Protocol uploaded by you will remain solely yours. We will not claim any ownership over your IP, and it will be used only for the agreed purpose.

### **We collect information in different ways**

**We collect information directly from you.** We collect information directly from you when you register on our SaaS platform or purchase the subscriptions. We also collect information if you post a comment on our SaaS platform or ask us a question through phone or email.

**We collect information from you passively.** We use tracking tools like browser cookies and web beacons for collecting information about your usage of our SaaS platform.

### **Use of your personal information**

**We use information to contact you:** We might use the information you provide to contact you for confirmation of a purchase on our SaaS platform or for other promotional purposes.

**We use information to respond to your requests or questions.** We might use your information to confirm your requests or questions.

**We use information to improve our products and services.** We might use your information to customize your experience with us. This could include displaying content based upon your preferences.

**We use information to look at customer interests.** We may use your information to make our SaaS platform and our services better.

**We use information for security purposes.** We may use information to protect our company, our customers, or our SaaS platform.

**We use information for marketing purposes.** We might send you information about special promotions or offers. We might also tell you about new features or services.

**We use information to send you transactional communications.** We might send you emails or SMS about your account or a subscription purchase.

We use information as otherwise permitted by law.

### **Sharing of information with third-parties**

**We will share information with third parties who perform services on our behalf.** We share information with vendors who help us manage our online registration process or payment processors or transactional message processors. Some vendors may be located outside of India.

**We will share information with our business partners.** This includes a third party who assists us in maintaining and improving our platform.

**We may share information if we think we have to in order to comply with the law or to protect ourselves.** We will share information to respond to a court order or subpoena. We may also share it if a government agency or investigatory body requests. Or, we might also share information when we are investigating potential fraud.

**We may share information with any successor to all or part of our business.** For example, if part of our business is sold we may give our customer list as part of that transaction.

**We may share your information for reasons not described in this policy.** We will tell you before we do this.

### **Data Protection and Confidentiality**

**Data Security:** We implement appropriate technical and organizational measures to protect the data provided by you against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

**Confidentiality:** Both parties agree to maintain the confidentiality of all information exchanged under this Agreement and not to disclose such information to any third party without the prior written consent of the other party, except as required by law.

### **Third party sites**

If you click on one of the links to third party sites / applications you may be taken to that third party sites / applications which is not under our control. This policy does not apply to the privacy practices of those third-party sites / applications.

### **Grievance Officer**

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

Name: Mrs. Nisha Sujan

Designation: Senior Manager, Digital Health

Email: [customercare@mytrialoptima.com](mailto:customercare@mytrialoptima.com)

Contact number +91-20-67268800, +91-20-6059319

If you have any questions about this Policy or other privacy concerns, you can also email us at [customercare@mytrialoptima.com](mailto:customercare@mytrialoptima.com)

### **Updates to this policy**

. From time to time, we may change our privacy practices. We will notify you of any material changes to this policy as required by law. We will also post an updated copy on our SaaS platform. Please check our site periodically for updates.

### **Jurisdiction**

If you choose to use our SaaS platform, your visit and any dispute over privacy is subject to this Policy and the platform's terms of use. In addition to the foregoing, any disputes arising under this Policy shall be governed by the laws of India and courts of Pune shall have exclusive jurisdiction for all the disputes pertaining to this SaaS platform.

## **Dispute Resolution and Arbitration**

Any dispute, whether commercial or otherwise, shall be resolved amicably, within a period of 30 days from the date of issuance of written notice, to be issued by aggrieved party upon JCDC. In case of failure to resolve the same, the dispute shall be referred to a sole arbitrator under the provisions of the Arbitration and Conciliation Act, 1996 and its amendments. Language of Arbitration procedure will be English and venue for the Arbitration procedure is Pune. Courts in Pune to have exclusive jurisdiction in such matters.