

Delete your Medseva Patient account

*Medseva Patient (Android package **com.cellbeans.patient**) — operated by CellBeans Healthcare Informatics Pvt. Ltd, Pune, India.*

Last updated: 1 September 2026

1. How to request deletion

Account deletion is handled by email. Send a request to **support@cellbeans.com**.

To: support@cellbeans.com

Subject: Delete my Medseva Patient account

In the body of the email, include your **account identifier** and your **registered email address**:

- **Account identifier** — the mobile number you use to sign in to the app (10-digit number), or your Patient ID if you know it.
- **Registered email address** — the email address on your Medseva Patient profile.
- Your full name, exactly as registered in the app.

Please send the email from your registered email address where possible. This helps us confirm the request is genuine.

Sample email

To: support@cellbeans.com

Subject: Delete my Medseva Patient account

Hello,

I would like my Medseva Patient account and my personal data deleted.

Full name: <your name as registered>

Account identifier (registered mobile number): <10-digit mobile number>

Registered email address: <your email>

Thank you.

2. What happens next

1. We acknowledge your email, normally within 2 working days.
2. We verify the request against the registered mobile number on the account — usually by a confirmation call or an OTP to that number. This step exists so that nobody else can delete your medical records.
3. Once verified, the account is deleted and you receive a confirmation email.

Verified requests are completed within **30 days** of verification. After deletion you will no longer be able to sign in, and the app will behave as if you had never registered.

3. What is deleted, and what we must keep

Deleting your account removes your ability to sign in and erases your profile. Some clinical and financial records cannot be erased on request, because Indian law requires the treating hospital and the operator to retain them for a fixed period. Those records are de-linked from your login and are no longer accessible through the app.

Data	What happens
Login credentials, session tokens, device and push-notification tokens	Deleted immediately on verification.
Profile details — name, date of birth, gender, address, email, mobile number, profile photo	Deleted.
Upcoming appointments	Cancelled and deleted.
Consultation records, prescriptions, diagnoses, lab reports and other medical records	Retained for 3 years from the date of the consultation, then deleted. Retention is required of the treating medical practitioner under the Telemedicine Practice Guidelines, 2020 and the Indian Medical Council (Professional Conduct, Etiquette and Ethics) Regulations, 2002. De-linked from your login and no longer visible in the app.
Payment and billing records	Retained for 8 years as required by Indian tax and accounting law. Card and bank details are never stored by us — payments are handled by our payment gateway.

Data held only on your phone — cached profile details and your saved sign-in preference — is removed when you uninstall the app.

4. Deleting without deleting your medical history

If you only want to stop using the app but keep your records with the hospital for future visits, say so in your email and we will disable app access instead of deleting the account. Tell us clearly which of the two you want.

5. Questions

Write to support@cellbeans.com.

CellBeans Healthcare Informatics Pvt. Ltd, Pune, Maharashtra, India.