

Privacy Policy

How we handle your personal and health information in MEDSEVA PATIENT and MEDSEVA DOC.

Cellbeans Healthcare Informatics Private Limited

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1. About this policy and the two apps it covers

This Privacy Policy explains what personal data we collect, why we collect it, who we share it with, how long we keep it, and what rights you have. It covers both of the mobile applications we publish on Google Play.

App	Package name	Who it is for	What it does
MEDSEVA PATIENT	com.cellbeans.patient	Patients and their families	Find doctors, book and cancel appointments, join video consultations, view medical records, case papers, prescriptions and bills, order from the pharmacy, book lab tests, and give feedback.
MEDSEVA DOC	com.cellbeans.doctor	Registered doctors and clinical staff	Manage the appointment schedule and patient queue, join video consultations, view patient histories, write medical record entries and

App	Package name	Who it is for	What it does
			prescriptions, and view practice reports.

Throughout this policy, "the Apps" means both applications together. Where something applies to only one of them, we name that app explicitly.

The two Apps are two front ends onto the same hospital management system. Information you enter in MEDSEVA PATIENT can be seen by your treating doctor in MEDSEVA DOC, and clinical notes a doctor writes in MEDSEVA DOC appear to that patient in MEDSEVA PATIENT. That is the purpose of the product, and it is the most important thing to understand about how your data moves.

2. Who we are

The Apps are published and operated by Cellbeans Healthcare Informatics Private Limited, a company incorporated in India.

Cellbeans Healthcare Informatics Private Limited

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In this policy, "we", "us" and "our" mean Cellbeans Healthcare Informatics Private Limited.

Who controls your health data

The Apps are supplied to hospitals and clinics, which we call Healthcare Providers. For your clinical records — diagnoses, prescriptions, case papers and consultation notes — the Healthcare Provider treating you decides how those records are used, and we hold and process them on that provider's instructions.

For your app account itself, including your login, your device permissions and your notification settings, we are the party responsible. If you want a clinical record corrected, the fastest route is usually your Healthcare Provider. You can always come to us instead, using the contact details in section 15, and we will help either way.

3. What we collect

3.1 MEDSEVA PATIENT

Category	What specifically	Why we need it	Required or optional
Identity and contact	Title, first and last name, date of birth, age, gender, mobile number, email address, postal address	To create your patient record, verify you at login, and let the clinic identify you at reception	Required
Account credentials	Username, password, one-time passwords, session token	To sign you in and keep your session secure	Required
Health data (sensitive personal data)	Presenting complaints, symptoms, diagnoses, clinical observations, case papers, prescriptions and drug details, lab test bookings and results, consultation history, dental scores	To deliver the consultation, show you your own records, and let your doctor treat you	Required for clinical features
Appointments	Doctor, department, date, time slot, status, cancellation	To book, display and cancel appointments, and	Required

Category	What specifically	Why we need it	Required or optional
	reason	to remind you	
Audio and video	Live camera and microphone streams during a video consultation	To hold the consultation	Only while a call is in progress
Photographs	Profile photograph, if you choose to add one	So clinic staff and your doctor can recognise you	Optional
Location	Approximate and precise device location, captured only at the moment you tap "Use current location" on the pharmacy checkout screen	To fill in your delivery address for you	Optional. You can always type the address by hand. We do not track your location in the background and we do not collect it anywhere else in the app.
Orders and bills	Pharmacy cart and order contents, lab test bookings, and the bill and invoice records raised against your treatment	To process your order and show you your billing history	Required if you place an order
Feedback	Ratings and free-text comments you submit	To improve care and the app	Optional

Category	What specifically	Why we need it	Required or optional
Consent records	Which version of our consent text you accepted, and when	To demonstrate that we obtained your consent, as the law requires	Required

3.2 MEDSEVA DOC

Category	What specifically	Why we need it	Required or optional
Professional identity	Name, gender, date of birth, qualification, specialisation, department, medical registration or licence number, years of experience, consultation fee	To register you as a practitioner, verify your credentials, and display your profile to patients	Required
Contact	Mobile number, email address, clinic address	Account recovery, one-time password and email verification, and your patient-facing profile	Required
Account credentials	Username, password, one-time passwords, session token	To sign you in and keep your session secure	Required

Category	What specifically	Why we need it	Required or optional
Photographs	Profile photograph taken with the camera or chosen from your gallery	Shown to patients on your profile	Optional
Audio and video	Live camera and microphone streams during a video consultation	To hold the consultation	Only while a call is in progress
Patient health data you access (sensitive personal data)	Your patient queue, patient demographics, histories, medical record entries and prescriptions you read or write	To let you treat your patients	Required
Practice activity	Appointment counts, consultation records and management reports	To show you your own practice statistics	Required

MEDSEVA DOC does not collect location data and never asks for location permission.

A note for doctors: Patient records you view in MEDSEVA DOC belong to the patient and to the Healthcare Provider, not to you. Your access is logged. Do not screenshot, copy or take patient data outside the app.

3.3 What we do not collect

- We do not collect your contacts, call logs, SMS messages or calendar.
- We do not track your location in the background, in either app.
- We do not use advertising identifiers. Neither app contains third-party advertising or

analytics software.

- We do not collect or store any financial information. The Apps do not take online payments, and never ask for card, UPI or netbanking details. Bills raised against your treatment are settled directly with the hospital or clinic.
- We do not record, store or listen to your video consultations. See section 5.
- We never sell your personal data, and we never share health data for advertising.

4. Device permissions, and exactly when each is used

Android asks your permission before granting any of these. You can refuse, or revoke permission later in Settings, then Apps, then the app name, then Permissions. Refusing a permission disables only the feature that needs it; the rest of the app keeps working.

Permission	Patient	Doc	When it is asked, and what it is used for
Camera	Yes	Yes	Asked on the video consultation screen, immediately before a call, and used only for the duration of that call. In MEDSEVA DOC it is also used if you take a profile photograph with the camera.
Microphone	Yes	Yes	Asked on the video consultation screen, and used only for the duration of that call.
Modify audio settings	Yes	Yes	To route call audio to the speaker or the earpiece. It collects

Permission	Patient	Doc	When it is asked, and what it is used for
			nothing.
Notifications	Yes	Yes	Asked once. Used for appointment and consultation reminders, which are scheduled on your own device. We do not operate a push notification service.
Precise and approximate location	Yes	Never requested	Asked only when you tap "Use current location" at pharmacy checkout. A single position fix is taken to fill in your delivery address, and location access then stops. Nothing runs in the background.
Photos and media	No	Yes	Asked when you choose a profile photograph from your gallery. We access only the image you pick.

Permission	Patient	Doc	When it is asked, and what it is used for
Internet	Yes	Yes	To reach our servers. Granted automatically, with no prompt.

5. Video consultations

Video consultations use Jitsi Meet technology, running on our video consultation server and displayed inside the app. When you join a call:

- Your camera and microphone streams are transmitted to the other participant over an encrypted connection, for the duration of the call only.
- We do not record calls, and we do not store audio or video afterwards.
- The room name, the join time and the call duration are logged, so that the consultation can be recorded as having taken place.
- Your display name is visible to the other participant.
- You can turn your camera or microphone off at any time during the call, using the in-call controls.

Please do not screenshot or record a consultation without the other person's consent.

6. How we use your data

We use the information described above to:

- create and maintain your account, and sign you in;
- book, reschedule, cancel and remind you about appointments;
- deliver video consultations;
- create, store and display clinical records, prescriptions and case papers to you and to your treating doctor;
- fulfil pharmacy orders and lab test bookings, and raise and display bills;
- verify a doctor's professional credentials before granting access to clinical data;
- respond to your support requests and act on your feedback;
- keep the service secure, by detecting unauthorised access, investigating misuse, and maintaining audit logs of who viewed which record;

- meet our legal, medical record-keeping, tax and regulatory obligations.

We do not use your data for advertising, for profiling, or for automated decisions that produce legal or similarly significant effects on you.

7. Our legal basis

We process personal data under the Digital Personal Data Protection Act, 2023, and, where applicable, under the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, which classify health and medical records as sensitive personal data.

Our basis is your consent. You give it when you accept this policy and the in-app consent screen at registration, and again separately each time you grant a device permission. Where we are required to keep records to comply with a legal obligation, such as medical record retention or tax law, we rely on that legal obligation, and we cannot delete those records on request until the retention period has expired.

You may withdraw your consent at any time, as described in section 11. Withdrawing consent does not affect processing already carried out, and it may mean we can no longer provide the service to you.

8. Who we share data with

Recipient	What they receive	Why
Your treating doctor, and the Healthcare Provider's clinical and administrative staff	Your identity, contact details, appointments, clinical records and bills	To treat you and to settle your account. This is the core purpose of the Apps.
Our video consultation service	Live audio and video, your display name, and the room name	To carry the consultation
Amazon Web Services	All data, held at rest on our servers	Hosting infrastructure
Pharmacy and diagnostic partners	Your name, delivery address, phone number, and	To dispense and deliver what you ordered

Recipient	What they receive	Why
	the items or tests ordered	
Government authorities, courts and regulators	Only what is legally compelled	Where required by law, or to protect life in a medical emergency
A successor entity	Data transferred as part of a merger, acquisition or restructuring	Business continuity. We will notify you before your data becomes subject to a different policy.

Each Healthcare Provider's data is kept in a separate database, so one clinic cannot see another clinic's patients.

We do not sell personal data to anyone, for any purpose.

9. Where your data is stored

Your data is stored on servers hosted with Amazon Web Services in the Asia Pacific (Mumbai) region, in India. If we ever transfer data outside India, we will do so only to countries not restricted under the Digital Personal Data Protection Act, 2023, and under appropriate contractual safeguards.

10. How long we keep it

Data	Retention period
Medical records, prescriptions and case papers	At least 3 years from the last entry, as required of Healthcare Providers under Indian medical record-keeping rules, and longer where the Healthcare Provider's own policy or a pending legal matter requires it

Data	Retention period
Bills and invoice records	8 years, to meet tax and accounting obligations
Account and profile data	For as long as your account is active, then deleted within 30 days of a deletion request, apart from records held under the rows above
Location	Not retained. The coordinates are converted into an address for the order in progress, and are not stored as location data.
Audio and video from consultations	Not retained
Security and access audit logs	12 months

11. Your rights, and how to exercise them

You have the right to:

- know what personal data we hold about you, and who we have shared it with;
- have data corrected where it is wrong, and completed where it is incomplete. Profile details can be edited in the app; clinical entries are corrected by the doctor who wrote them, on request;
- have your data erased and your account deleted, as described in section 12;
- withdraw your consent at any time, as easily as you gave it;
- nominate another person to exercise these rights on your behalf, if you die or become incapacitated;
- complain to our Grievance Officer, whose details are in section 15, and then to the Data Protection Board of India if you are not satisfied with our response.

To exercise any of these rights, write to support@cellbeans.com from the email address or phone number registered on your account. We respond within 30 days. There is no charge.

12. Deleting your account

You can ask us to delete your account and the personal data associated with it, without installing anything, in either of these ways:

- Visit <https://www.cellbeans.com/delete-account> and complete the request form.
- Or email support@cellbeans.com with the subject "Delete my account", from the email address registered on your account.

We will verify that the request comes from you, and then delete your data within 30 days. We will confirm by email when it is done.

What is deleted: your login credentials, session tokens, profile details, contact details, profile photograph, saved addresses, cart, feedback and notification settings.

What is kept, and why: clinical records and billing records must be retained for the periods set out in section 10, because Indian medical record-keeping and tax law require it. Those records are de-linked from your app login and are no longer accessible through the Apps. They are deleted once the retention period ends. For a doctor's account, records of the clinical entries you authored remain within the patients' medical records, as they must.

13. Security

We take reasonable technical and organisational measures to protect your data. These include:

- encryption of data in transit between the Apps and our servers, using HTTPS with TLS;
- token-based authentication, with each session tied to a token that expires;
- role-based access control, so that a doctor sees only their own patients, and each Healthcare Provider's data sits in its own database;
- audit logging of access to clinical records;
- one-time password verification for login and for password reset.

What you should do. Use a strong, unique password. Do not use "Remember me" on a shared device. Lock your phone with a PIN or biometric. Sign out when you have finished. Tell us immediately at support@cellbeans.com if you believe someone else has accessed your account.

No system is perfectly secure. If a breach affects your personal data, we will notify you and the Data Protection Board of India, as the law requires.

14. Children and dependants

MEDSEVA PATIENT is not intended for independent use by anyone under 18. A parent or legal guardian may register and manage a child's care from their own account, and by doing so confirms that they have the authority to provide the child's health information. We do not

knowingly create accounts for children without verifiable parental consent, and we do not use children's data for tracking or for targeted advertising. If you believe a child has registered without consent, write to support@cellbeans.com and we will remove the account. MEDSEVA DOC is restricted to registered medical practitioners and clinical staff.

15. Contact us

For any privacy question, data rights request, or security concern:

Grievance Officer

Cellbeans Healthcare Informatics Private Limited
506, Brand Square, Kunal Icon Road,
Pimple Saudagar, Pimpri-Chinchwad,
Maharashtra 411027, India
support@cellbeans.com

We acknowledge every grievance within 24 hours, and resolve it within 30 days. If you are not satisfied with our response, you may complain to the Data Protection Board of India.

16. Medical disclaimer: not for emergencies

The Apps are not an emergency service. If you are having a medical emergency, call 112, or the ambulance service on 108, or go to the nearest hospital casualty department immediately. Do not use the Apps to seek urgent help.

Information in the Apps supports the relationship between you and your doctor. It does not replace an in-person examination where one is clinically necessary. Teleconsultations are provided in line with the Telemedicine Practice Guidelines, 2020, issued under Indian law.

17. Changes to this policy

We will update this policy when our practices change. The version number and the "last updated" date at the top always tell you which version you are reading. For material changes, such as a new category of data, a new recipient or a new purpose, we will notify you in the app and, where the law requires it, ask for your consent again. Continuing to use the Apps after a change means that you accept the updated policy.

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