



Privacy Policy

How we handle pharmacy and customer data on the Namma MedMate platform.

Effective date: 4 August 2026 · **Version:** v1.0 · Applies to pharmacy owners and partners using the Namma MedMate platform.

Company	Medmate India Technology Private Limited
Brand / Platform	"Namma MedMate" — pharmacy management software (the "Platform" / "Service")
CIN	U72900KA2026PTC170001
Registered office	2nd Floor, Plot No 190/108/2, Haralur Main Road, opposite Narayana Olympiad School, HSR Extension, Lakedew Residency, Bengaluru, Karnataka 560102
Contact	support@nammamedmate.com · +91 80 4567 8900

1. Introduction and scope

This Privacy Policy explains how Medmate India Technology Private Limited ("Company", "we", "us") collects, uses, shares and protects information in connection with the Namma MedMate platform used by pharmacy owners and partners ("you"). It is designed to align with the Digital Personal Data Protection Act, 2023 (the "DPDP Act"), the Information Technology Act, 2000 and rules made thereunder, as applicable.

This policy covers (a) information about you and your pharmacy that we handle to provide the Service, and (b) the personal data of your customers/patients that you process using the Service.

2. Our roles under data-protection law

- **Your customers'/patients' personal data:** When you upload or manage your customers' personal data, prescriptions and transaction history, **you are the Data Fiduciary** for that data and **we act as a Data Processor** on your behalf, processing it only on your instructions and to provide the Service.
- **Your account and business data:** For the information we collect to register, bill and support you, and to run and secure the Platform, **we act as the Data Fiduciary**.

As the Data Fiduciary for your customers' data, you are responsible for having a lawful basis, providing notice and obtaining any consent required before that data is entered into the Service.

3. Information we collect

Account and business information

- identity and contact details of the pharmacy and its authorised persons (name, phone, email, address);
- business and compliance details (drug licence numbers, GSTIN, PAN, pharmacist details);
- payment and payout details (billing details, and bank/UPI information where you receive payouts);
- records of your communications with us and support requests.

Usage, device and log data

- how you use the Service, features accessed, and actions taken;
- device, browser, IP address, and log and diagnostic data used for security and troubleshooting.

Content you upload (may include sensitive data)

- your customers'/patients' names and contact details, prescriptions, order and billing history;
- inventory, purchase, supplier and credit records.



- Some of this may be sensitive; you must ensure you are permitted to upload it.

4. How we use information

- to provide, operate, maintain and improve the Service;
- to set up your account, process subscription billing, and provide customer support;
- to secure the Platform, prevent fraud and misuse, and maintain backups;
- to send service, security and transactional communications, and — where permitted — product updates;
- to comply with legal, tax and regulatory obligations and respond to lawful requests.

We process your customers' personal data only to provide the Service to you and on your documented instructions, and not for our own independent purposes.

5. Legal basis and consent

We process personal data on the basis of your consent, the performance of our contract with you, our legitimate and legally-permitted uses, and compliance with law, as recognised under the DPDP Act. Where consent is required from a Data Principal (for example your customers), obtaining it is your responsibility as the Data Fiduciary.

6. Sharing and disclosure

We do not sell personal data. We share information only as needed:

- with sub-processors and service providers who help us run the Platform (for example cloud hosting, payment gateways, messaging/SMS/WhatsApp providers and analytics), under confidentiality and data-protection terms;
- with distributors, insurers or partners only where you enable such an integration;
- where required by law, regulation, court order or a lawful request by public authorities; and
- in connection with a merger, acquisition or reorganisation, subject to this policy.

7. Storage, security and location

We use reasonable technical and organisational measures — including encryption in transit, access controls, role-based permissions and regular backups — to protect personal data. Where feasible, data is stored on servers located in India. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Data retention

We retain personal data for as long as your account is active and as needed to provide the Service, and thereafter as required to comply with legal, tax and regulatory obligations or to resolve disputes. After termination, Partner Data is available for export for thirty (30) days, after which it may be deleted or anonymised, subject to legal retention requirements.

9. Rights of Data Principals

Subject to applicable law, individuals whose personal data we hold as Data Fiduciary may request access to, correction, completion, updating or erasure of their data, may withdraw consent, and may nominate another person to exercise rights in the event of death or incapacity. Requests relating to your customers' data should be directed to you as their Data Fiduciary; we will support you in responding.

10. Cross-border transfers



Where personal data is transferred or accessed outside India (for example by a sub-processor), we do so only as permitted by applicable law and with appropriate safeguards.

11. Cookies and similar technologies

Our website and web console use cookies and similar technologies to keep you signed in, remember preferences, and measure and improve performance. You can control cookies through your browser settings; some features may not work without them.

12. Children's data

The Service is intended for business use by pharmacies and is not directed to children. Any patient data concerning a minor must be handled by you in accordance with applicable law, including verifiable parental consent where required.

13. Breach notification

In the event of a personal-data breach, we will take reasonable steps to contain and remediate it and will notify you and the relevant authorities as required by the DPDP Act and applicable law.

14. Changes to this policy

We may update this Privacy Policy from time to time. Material changes will be notified through the Service or by email, and the "effective date" above will be updated.

15. Grievance Officer and contact

For privacy questions or to exercise your rights, contact us at support@nammamedmate.com. Our Grievance Officer can be reached at grievance@nammamedmate.com, Medmate India Technology Private Limited, 2nd Floor, Plot No 190/108/2, Haralur Main Road, opposite Narayana Olympiad School, HSR Extension, Lakedew Residency, Bengaluru, Karnataka 560102. We will acknowledge and address grievances within the timelines required by applicable law.

This document is a draft template prepared for the Company's internal use and should be reviewed and approved by qualified legal counsel and, where appropriate, a data-protection specialist before publication. It does not constitute legal advice.