

Ayushman Bharat Health Account (ABHA) Application

PRIVACY POLICY

Applicability

The provisions of the Privacy Policy shall be applicable to the individuals / users of Ayushman Bharat Health Account (ABHA) Application (“App”).

Purpose of the Privacy Policy

The Ayushman Bharat Digital Mission (“ABDM”) is committed to the protection of privacy of data and will take all reasonable steps to protect the personal data belonging to users of the App. This privacy policy outlines how App collects, processes and uses personal data of individuals in compliance with the ABDM Health Data Management Policy, available at https://abdm.gov.in/publications/policies_regulations/health_data_management_policy and the provisions of other applicable laws. ABDM understands and respects user’s privacy and it is committed to protect it. Any collection of personal or sensitive personal data under the ABDM may be done only with the consent of the data principal.

Collection, Use and Storage Limitation

A. App shall ensure that:

- (a) collection and use of personal data from user is done only to the extent necessary for the purposes of processing;
- (b) the processing of all personal data will be in a fair and reasonable manner, ensuring the privacy of the user;
- (c) No personal data shall be transferred by App without the consent of the user;
- (d) the personal data collected will not be retained beyond the period necessary to satisfy the purpose for which it is collected.

B. The following categories of data may be collected by the App:

User data	Category	Field requirement
Name	Personal	Mandatory
Year of Birth	Personal	Mandatory

Date/ Month of Birth	Personal	Non-mandatory
Gender	Personal	Mandatory
State	Personal	Mandatory
District	Personal	Mandatory
Address	Personal	Non-mandatory
Email	Personal	Non-mandatory
Mobile Number	Personal	Non-mandatory
Aadhaar Number (Non- mandatory)	Sensitive	Non-mandatory

C. The personal data mentioned above in (B) may be collected using the following methods or mechanisms:

(a) Following are the methods or mechanisms for the collection of personal data:

- i. User provides the required personal details using self-registration on App using Mobile OTP Authentication. In this mode of registration, user self declares the requested fields mentioned above; or
- ii. User provides the required personal details using self-registration on App using Aadhaar OTP Authentication. In this mode of registration, the requested fields are fetched from UIDAI after authentication by the user; or
- iii. Lastly if the ABHA (number) of the user has been already created then the user can fetch the required personal details from the ABHA system itself.

(b) Personal data may also be collected incidentally by the ABDM in the following instances, where the user:

- i. Provides the App with personal data such as name, date of birth, ABHA (number), email id, phone number
- ii. Completes an online suggestions, complaints or grievance redressal form by registering on the Grievance Portal at <https://grievance.abdm.gov.in/>, or contacts us at https://abdm.gov.in/home/contact_us or emails us at gro.ndhm@nha.gov.in
- iii. Uses online services provided by ABDM such as health services, or other electronic services under the ABDM.

- iv. The App may request access or permission to certain features from the mobile device of the user, including the camera and storage. If the user wishes to change the access or permissions, they may do so in the device's settings.
 - v. The camera feature has been added for the specific purpose of scanning a QR code at health facility, confirm all details and share health related consent-based information/data in one click of the user. The camera shall not access any personal Information/data of the user.
 - vi. The App uses the mobile devices' external storage to access files/documents. The App uses cache memory of the mobile device for the purpose of enabling the user to access medical & health records in the form of PDF's or any other format which can also be downloaded by the user on mobile device.
- (c) The App may request to send the user push notifications regarding their account or certain features of the App. If the user wishes to opt-out from receiving these types of communications, they may turn them off in their device's settings.
- (d) Additionally, some personal data may also be collected automatically by the App, such as Mobile device information (such as your mobile device ID, model), operating system, and version information.
- (e) App may have links to other **ABDM** websites and government websites. It does not have links to third party websites.

Purpose Limitation

All personal data collected and processed by the App is to be for a specific, lawful and clear purpose identified as below.

D. The personal data of the user may be processed for the following purposes:

- (a) Create and manage user's account.
- (b) The data is fetched for displaying the records to the user with consent.
- (c) Providing health records to Health Information Users based on consent provided by user.
- (d) Additionally, the personal data of the user may be processed for the following purposes:
 - i. To keep a record of registered users

- ii. To allow the ABDM to customize services based on users' preferences
 - iii. To contact users in order to provide ABDM news or information regarding upcoming events
- E. The personal data of the user may be shared with the following individuals or entities:
- (a) Any individual or entity under the ABDM with whom the user consents to sharing such data.
 - (b) Users' information is never shared with any third parties unless it is required by applicable law. The App has appropriate controls to protect and safeguard the privacy of user's personal information shared or collected by it. Where appropriate, encryption methods are used to protect data, which is deemed sensitive, or any other data that should remain secure to meet Central, State government or ABDM's obligations under applicable law.

Empowerment and rights of the user

- F. The user has the right to withdraw their consent. Any consent granted can be withdrawn as per the following procedure:
- (a) The user needs to go to the "My consent" tab
 - (b) Select previously granted consent
 - (c) Press revoke to withdraw their granted consent.
- G. The personal data of the user shall not be retained if it is no longer necessary for the purpose for which it was processed.
- H. The user has the following rights provided to them:
- (a) The right to confirmation and access
 - (b) The right to correction and erasure
 - (c) The right to restrict or object to disclosure
 - (d) The right to data portability
 - (e) The right to withdraw their consent as specified in (F) above
 - (f) The right to lodge a complaint or grievance with the ABDM - Grievance Redressal Officer ("**ABDM -GRO**")

The procedure for the exercise of these rights is as follows:

- (a) All requests will be made by the user in writing, through e-mail or any other electronic means to the ABDM either directly or indirectly through the App.
- (b) In the event that the user wishes to refer any issue relating to its rights to the grievance officer of ABDM (“ABDM-GRO”), the same may be contacted at:

ADDRESS

9th Floor, Tower-I, Jeevan Bharati Building, Connaught Place, New Delhi - 110 001

Contact Details

E-mail: gro.ndhm@nha.gov.in

Toll-Free Number: 1800-11-4477 / 14477

or the user may register the grievance via Grievance Portal at

<https://grievance.abdm.gov.in/>

- (c) The ABDM shall oversee the fulfilment of requests and shall provide a legal justification in writing (physically or electronically) in case of the denial of any request.

The ABDM shall not restrict any user from exercising their rights related to their personal data under any applicable law based on any arbitrary characteristics, including language, disability status, technological knowledge, etc.

Disclosures

- I. The App may request access or permission to certain features from the mobile device of the user, including the camera and storage. If the user wishes to change the access or permissions, they may do so in the device's settings.
- J. **Camera**
The camera feature has been added for the specific purpose of scanning a QR code at health facility, confirm all details and share health related consent-based information/data in one click of the user. The camera shall not access any personal Information/data of the user.
- K. **Storage**
The App uses the mobile devices' external storage to access files/documents. The App uses cache memory of the mobile device for the purpose of enabling the user to access medical & health records in the form of PDF's or any other format which can also be downloaded by the user on mobile device.

L. Sharing of data

User of the App to note that ABDM does not share the personal data with other people/entity. Any sharing of personal data shall take place with free, clear, informed and specific consent of the user. No personal information or health records collected by the app will be shared or disclosed to any third party without user's consent.

Security Safeguards

M. The App adopts the principles in relation to security standards and accountability. This includes:

- (a) data management protocols to be followed by data processors;
- (b) data protection impact assessments that must be carried out before undertaking any processing involving new technologies or any other processing which carries a risk of significant harm to users;
- (c) maintenance of accurate and up-to-date records to document the important operations in the data lifecycle including collection, transfers, and erasure of personal data;
- (d) maintenance of a strict audit trail of all processing activities which have access to any personal data, at all times; and
- (e) maintenance of a record of how such personal data is processed by the App in a manner that enables the audit and review of any use of such personal data.

Accountability

The ABDM is accountable for complying with measures which give effect to the privacy principles while processing any personal data by it or on its behalf. In addition, users should at all times have control and decision-making power over the manner in which personal data associated with them is collected and processed further.

Transparency

The App will notify the user, from time to time, the important operations in the processing of any personal data related to the user. The information provided by the App will be in an intelligible form, using clear and plain language. All necessary steps shall be taken to implement practices, procedures, policies and systems in a manner proportional to the scale, scope, and sensitivity to the personal data to be collected, in order to ensure compliance with the privacy principles.

Choice & Consent

The knowledge and consent of a user are required for the collection, use or disclosure of personal data. The App shall provide an option to user to opt-in/opt-out of the App at any time or choose not to provide the information sought at any given time.

Privacy by Design

The ABDM considers data protection requirements as part of the design and implementation of systems, services, products and business practices. It ensures that the interest of the user is accounted for at every stage of processing of personal data.

Contact Information

N. The user may contact the ABDM in the following manner:

ADDRESS

9th Floor, Tower-1, Jeevan Bharati Building, Connaught Place, New Delhi - 110 001

Contact Details

E-mail: abdm@nha.gov.in

Toll-Free Number: 1800-11-4477 / 14477

O. In the event that the user wishes to refer any issue relating to its rights to the **ABDM -GRO**, the same may be contacted at:

ADDRESS

9th Floor, Tower-1, Jeevan Bharati Building, Connaught Place, New Delhi - 110 001

Contact Details

E-mail: gro.ndhm@nha.gov.in

Toll-Free Number: 1800-11-4477 / 14477

The user may also register the grievance via Grievance Portal at
<https://grievance.abdm.gov.in/>

If you have questions about this Privacy Policy, please reach out to us on the “contact us” tab on the ABDM website (<https://abdm.gov.in/>), or please contact us via e-mail at: abdm@nha.gov.in.