

# 1. DigiSehat Cancellation and Refund Policy

As of 16 April 2023, the following Cancellation and Refund Terms are put into effect, and you agree to and abide by the following policy terms upon subscribing DigiSehat Products/Services (hereinafter called as 'products' or 'services or 'product' or 'service' throughout this document) offered by M/s Jatayu Healthcare Technologies Pvt Ltd (hereinafter called the 'company' or 'we' throughout this document). The below policy terms are applicable only for the DigiSehat products/services offered to you or subscribed by you.

## 1.1. Policy Terms

- a) You are free to cancel your active subscription to the products/services at any time with or without providing any specific reason.
- b) In case you want to cancel the subscription, you are advised to raise the subscription cancellation request only over email (Emails must be from the email ID you have provided during registration) anytime during the active subscription period (i.e., the current subscription billing cycle) in both the cases of the new subscriptions and the renewed subscriptions.
- c) Once cancelled, your access to the products/services will be revoked immediately after the billing cycle is completed, and thus no future subscription renewal payments/fees are charged to your account.
- d) In any case, under the No-Refund Policy of Jatayu Healthcare Technologies Pvt Ltd, upon cancellation, irrespective of when the request is made or accepted, no refund will be processed unless the case falls under our extraordinary cancellation/refund cases list described in point 'g' below.
- e) Upon cancellation, though the balance subscription fee will not be refunded, you are allowed to continue accessing and using the subscribed products/services during the current billing cycle.
- f) Currently we are not using any auto-renewal mechanism. Hence, if the subscription is not renewed before the end of the billing cycle, access to subscribed products/services will be revoked immediately after the completion of the current billing cycle. This revocation should not deem to be cancelled. In such cases, the subscriptions will be marked inactive.
- g) In the cases of service breakdown due to events which are beyond the control of the company, which includes but are not limited to the acts of God, accidents, riots, war, terrorist act, civil commotion, breakdown of communication facilities, breakdown of

web host, breakdown of internet service provider, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, national emergency, and national, state, or local Government declared lockdown or curfews, we should not be made liable to refund the collected subscription fee. However, in such cases, services will continue till the completion of the billing period and will be terminated thereafter with/without notification.

- h) Though the No-Refund policy is in place, we do care about your concerns. Hence, if notified by you or your representative within a reasonable period and with the appropriate reason/s, we may refund fully or partially (based on the case) the collected fee/charges in the following cases:
- subscriber is disabled due to accident/ illness or died during the active subscription period;
  - subscriber provides a valid report about fraudulent or unauthorized charges collected by the representatives of the company;
  - Judiciary or law enforcement authority decreed to refund you in the case of arbitration; or
  - for any other reason that we deem appropriate for refunding.
- You need to make a separate request for data that you have generated for your patients using the subscribed products/services that are stored on our cloud. This request must be made within 90 days after the cancellation. The data will be accordingly provided to you in CSV/PDF/JSON format.