Hera Hospital

Privacy Policy — Effective Date: July 11, 2026

Hera Hospital ("Hera Hospital", "we", "us", or "our") is committed to protecting the privacy of our patients, website visitors, and their families. This Privacy Policy explains what information we collect through herahospital.in and our in-hospital registration processes, how we use and protect it, and the choices available to you. This is a general template policy and should be reviewed by qualified legal counsel before publication to ensure compliance with applicable law, including India's Digital Personal Data Protection Act, 2023.

1. Information We Collect

- Personal details you provide directly, such as name, date of birth, gender, phone number, email address, and postal address, when you book an appointment, register as a patient, or contact us.
- Health and medical information collected during registration, consultation, diagnosis, and treatment, including medical history, test results, prescriptions, and insurance details.
- Technical information collected automatically when you visit our website, such as IP address, browser type, device type, and pages visited, typically via cookies or similar technologies.
- Information submitted through our contact and appointment forms, including the department selected and the message you provide.

2. How We Use Your Information

- To provide medical consultation, diagnosis, treatment, and follow-up care.
- To schedule and manage appointments, and to send appointment reminders and updates.
- To process billing, insurance claims, and cashless treatment authorisations.
- To respond to enquiries submitted through our website or contact channels.
- To improve our website, services, and patient experience.
- To comply with applicable legal, regulatory, and accreditation requirements.

3. Sharing of Information

- With treating doctors, nurses, and hospital staff directly involved in your care.
- With diagnostic laboratories, pharmacies, and other healthcare providers as required for your treatment.
- With insurance companies and third-party administrators (TPAs) for cashless or reimbursement claims, with your consent.
- With regulatory or government authorities where required by law.
- We do not sell your personal or health information to third parties for marketing purposes.

4. Data Security

- We maintain administrative, technical, and physical safeguards designed to protect personal and health information against unauthorised access, alteration, disclosure, or destruction.
- Access to patient records is restricted to authorised personnel on a need-to-know basis.
- While we take reasonable steps to protect your information, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

5. Your Rights

- You may request access to, correction of, or a copy of your personal and medical records, subject to applicable law and hospital record-keeping policies.
- You may withdraw consent for non-essential communications, such as promotional messages, at any time.
- You may contact us using the details below to raise any privacy-related concern or grievance.

6. Cookies

- Our website may use cookies and similar technologies to remember your preferences and understand how visitors use the site. You can control cookies through your browser settings; disabling cookies may affect some website features.

7. Third-Party Links

- Our website may contain links to third-party websites, such as insurance partners or payment gateways. We are not responsible for the privacy practices or content of those third-party sites.

8. Children's Privacy

- We collect information about minors only in the context of providing paediatric care, and only with the involvement and consent of a parent or legal guardian.

9. Changes to This Policy

- We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The updated version will be posted on this page with a revised effective date.

10. Contact Us

If you have questions, requests, or concerns about this Privacy Policy or how your information is handled, please contact us:

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