

PRIVACY POLICY

General Terms:

- Welcome to the official WhatsApp Chatbot service of **KLE Ayurveda Hospital and MRC Shahapur Belagavi**
- ("Hospital", "we", "us", or "our"). By opting in and interacting with our WhatsApp Chatbot ("Bot", "Service"), you ("User", "you") agree to be bound by the following Terms and Conditions. Please read them carefully before using the Service.

Acceptance of Terms

- By sending a message to the KLE Ayurveda Hospital WhatsApp number, you explicitly consent to receive communications from us via WhatsApp and agree to these Terms and Conditions, as well as our Privacy Policy. If you do not agree to these terms, please refrain from using this service.

Not for Medical Emergencies

- **CRITICAL DISCLAIMER:** This WhatsApp Chatbot is intended for general inquiries, appointment scheduling, sharing basic hospital information, and accessing non-urgent reports.
- The Bot **DOES NOT** provide emergency medical services, clinical diagnoses, or substitute professional medical advice.
- In the event of a medical emergency, please do not rely on this Chatbot. Immediately call our emergency helpline or visit the nearest hospital.

Scope of Service

- The Chatbot is designed to assist you with:
- Booking, modifying, or cancelling consultations (Online or Walk-in).
- Providing information about our specialties (e.g., Panchakarma, Fertility Centre, Shalyatantra), doctors, and facilities.
- Sharing general wellness information, diet plans, and Ayurvedic resources.
- Assisting with reports or document sharing, where authorized.

User Consent and Privacy

- **Opt-In:** By initiating a conversation, you authorize KLE Ayurveda Hospital to send automated and manual responses, alerts, notifications, and reminders via WhatsApp.
- **Data Handling:** Any personal data or medical information shared over this Chatbot will be handled in accordance with applicable Indian data protection laws and the Hospital's strict confidentiality protocols.

Platform Risks:

- While we maintain high-security standards, WhatsApp is a third-party application owned by Meta. By using this service, you acknowledge the inherent security limitations of internet-based third-party messaging platforms. We advise against sending highly sensitive personal medical records via the Chatbot unless specifically requested through a secure channel.

User Responsibilities

- You agree to provide accurate and truthful information when interacting with the Bot (e.g., Patient ID, names, contact numbers).
- You must not use the Bot to send spam, offensive language, abusive content, or any media that violates legal regulations.
- You are responsible for the security of your own mobile device and WhatsApp account.

Service Availability

- While we strive to ensure 24/7 availability of the automated Bot, KLE Ayurveda Hospital does not guarantee uninterrupted service.
- The Bot may occasionally undergo maintenance or experience technical downtimes.
- Live agent support (if seamlessly integrated) is only available during the Hospital's standard operational hours.

Opting Out (Unsubscribe)

- You have the right to withdraw your consent to receive WhatsApp messages from us at any time.
- To stop receiving messages, you can simply type and send "**STOP**", "**OPTOUT**", or "**UNSUBSCRIBE**" in the chat.
- Upon doing so, you will only receive a final confirmation message acknowledging your opt-out request.

Limitation of Liability

- To the maximum extent permitted by law, KLE Ayurveda Hospital, its doctors, staff, and technology partners shall not be held liable for any direct, indirect, incidental, or consequential damages resulting from:
- The use or inability to use the WhatsApp Chatbot.
- Any delayed, failed, or intercepted transmission of messages.
- Actions taken by you based on the automated information provided by the Bot.

Modification of Terms

- KLE Ayurveda Hospital reserves the right to update, modify, or replace these Terms and Conditions at any time without prior notice. Continued use of the Chatbot after any such changes shall constitute your consent to such modifications.

Governing Law and Jurisdiction

- These Terms and Conditions shall be governed by and construed in accordance with the laws of India. Any disputes arising out of the use of this Chatbot service shall be subject to the exclusive jurisdiction of the courts located in **Belagavi, Karnataka**.

Contact Information

- If you have any questions, concerns, or require technical assistance, please reach out to us:
- **Email:** kleyurvedahospital@gmail.com
- **Phone:** 0831-2486286 / 90364 86286
- **Address:** KLE Ayurveda Hospital & MRC, Shahapur, Belagavi - 590003, Karnataka, India.
- **Website:** <https://kleyurveda.org/>