



Privacy Policy

We value the trust you place in us. That's why we insist upon the highest standards for secure transactions and customer information privacy. Please read the following statement ("**Privacy Policy**") to learn about our information gathering and dissemination practices.

Note: Our Privacy Policy is subject to change at any time without notice to or prior consent from, you. To make sure you are aware of any changes, please review this Privacy Policy periodically, on our websites naalm.com and neu-qap.com, and such other websites as we may operate from time to time (hereinafter collectively referred to as "**Websites**" and individually as "**Website**"). By visiting the Website(s) you agree to be bound by the terms of use of the Website(s) available at [\[redacted\]](#) *<please provide the hyperlink to the Terms of Use here>* ("**Terms of Use**") and consequently this Privacy Policy. It is clarified that this Privacy Policy is incorporated into and subject to the Terms of Use. If you do not agree please do not use or access our Website(s). By mere use of a Website, you are deemed to have consented to our use and disclosure of your personal information in accordance with this Privacy Policy.

1. Collection of User Information

When you use our Website(s), we collect and store all the personal information that is provided by you or that which may be aggregated by us as a result of you viewing our Website(s), from time to time ("**User Information**"). Our primary goal in doing so is to provide you a safe, efficient, smooth and customized experience. This allows us to provide services and features that most likely meet your needs, and to customize our Website(s) to make your experience safer and easier. In general, you can browse the Website without telling us who you are or revealing any personal information about yourself. Once you give us your User Information, you are not anonymous to us. Where possible, we indicate which fields are required and which fields are optional. You always have the option to not provide information by choosing not to use a particular service or feature on the Website. Apart from the information voluntarily provided by you, we may also (i) automatically track certain information about you based upon your behaviour on our Website; (ii) the URL that you just came from (whether this URL is on our Website or not), which URL you next go to (whether this URL is on our Website or not), your computer browser information, and (iii) your IP address. All these information also come within the definition of the term 'User Information' for the purposes of this Privacy Policy.

We also use data collection devices such as "cookies" on certain pages of the Website to help analyze our web page flow, measure promotional effectiveness, and promote trust and safety. "Cookies" are small files placed on your hard drive that assist us in providing our services. We offer certain features that are only available through the use of a "cookie". Cookies are useful for enabling the browser to remember information specific to a given user. We place both permanent and temporary cookies in your computer's hard drive. The cookies do not contain any of your personally identifiable information.

We also use cookies to allow you to enter your password less frequently during a session. Cookies can also help us provide information that is targeted to your interests. Most cookies are "session cookies," meaning that they are automatically deleted from your hard drive at the end of a session. You are always free to decline our cookies if your browser permits, although in that case you may not be able to use certain features on the Website and you may be required to re-enter your password more frequently during a session. Additionally, you may encounter "cookies" or other similar devices on certain pages of the Website that are placed by third parties. We do not control the use of cookies by third parties and shall not be liable for the same in any manner whatsoever.

If you choose to buy on the Website, we collect information about your buying behaviour. If you transact with us, we collect some additional information, such as a billing address, a credit / debit card number and a credit / debit card expiration date and/ or other payment instrument details and tracking information from cheques or money orders. If you choose to post messages on our message boards, chat rooms or other



message areas or leave feedback, we will collect that information you provide to us. It is clarified that for the purposes of this Privacy Policy these information are also 'User Information'.

We retain these User Information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law. If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Website, we may collect such User Information into a file specific to you. We collect personally identifiable information (email address, name, phone number, credit card / debit card / other payment instrument details, etc.) from you when you set up a free account with us. While you can browse some sections of our Website without being a registered member, certain activities (such as placing an order) do require registration. We do use your contact information to send you offers based on your previous orders and your interests. You will have the right to change or modify the User Information at any time and You will be responsible for any errors or inconsistencies in the User Information.

2. Use of User Information

We use the User Information to provide the services you request. To the extent we use your User Information to market to you, we will provide you the ability to opt-out of such uses. We use your User Information to resolve disputes; troubleshoot problems; help promote a safe service; collect money; measure consumer interest in our products and services, inform you about our online and offline offers, products, services, and updates; customize your experience with us; detect and protect us against error, fraud and other criminal activity; enforce our terms and conditions; and do such other activities as may be described to you at the time of collection. In our efforts to continually improve our product and service offerings, we collect and analyse demographic and profile data about our users' activity on our Website. We identify and use your IP address to help diagnose problems with our server, and to administer our Website. Your IP address is also used to help identify you and to gather broad demographic information. We will occasionally ask you to complete optional online surveys. These surveys may ask you for contact information and demographic information (like pincode, age, or income level). We use this data to tailor your experience at our Website, providing you with notes, messages, emails, billboard postings, photos, drawings, profiles, opinions, ideas, images, videos, audio files or other materials or information posted or transmitted to or through the Website(s) (collectively, "Content") that we think you might be interested in and to display Content according to your preferences.

3. Sharing of personal information

We may share the User Information with our other corporate entities and affiliates to help detect and prevent identity theft, fraud and other potentially illegal acts; correlate related or multiple accounts to prevent abuse of our services; and to facilitate joint or co-branded services that you request where such services are provided by more than one corporate entity. Those entities and affiliates may not market to you as a result of such sharing unless you explicitly opt-in. We may also disclose User Information or any part thereof, if required to do so by law or in the good faith belief that such disclosure is reasonably necessary to respond to subpoenas, court orders, or other legal process. We may disclose personal information to law enforcement offices, third party rights owners, or others in the good faith belief that such disclosure is reasonably necessary to: enforce the terms and conditions available on our Website(s) or this Privacy Policy; respond to claims that an advertisement, posting or other content violates the rights of a third party; or protect the rights, property or personal safety of our users or the general public. We and our affiliates will share/sell some or all of your personal information with another business entity should we (or our assets) plan to merge with, or be acquired by that business entity, or re-organization, amalgamation, restructuring of business. Should such a transaction occur that other business entity (or the new combined entity) will be required to follow this Privacy Policy with respect to your User Information and therefore will not require your further consent.



4. Links to Other Sites

Our Website links to other websites that may collect personally identifiable information about you. Our Website(s) are not responsible for the privacy practices or the content of those linked websites.

5. Security Precautions

Our Websites have stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.

6. Choice/Opt-Out

We provide all users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from us on behalf of our partners, and from us in general, after setting up an account. If you want to remove your contact information from all Website(s) lists and newsletters, please visit <http://www.naalm.com/unsubscribe.php>

7. Advertisements on our Website(s)

We may use third-party advertising companies to serve ads when you visit our Website(s). These companies may use information (not including your name, address, email address, or telephone number) about your visits to the Website(s) and other websites in order to provide advertisements about goods and services of interest to you.

8. Your Consent

By using the Website(s) and/ or by providing your information, you consent to the collection and use of the User Information by us in accordance with this Privacy Policy. It is clarified that your consent shall be deemed to include your consent to us for sharing your User Information as per this Privacy Policy. You will have the right to rescind the permission to use and/or collect the User Information at any time by a written request to Us. In such any such permission is rescinded by You, Your use of the Website(s) will also be restricted to that extent and full functionality of the Website(s) will not be available to you.

9. Grievance Officer

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below: Mr V Govindarajan, Anand Diagnostic Laboratory, Anand Tower, Bowring Hospital Road, Shivajinagar, Bangalore - 560 001, Karnataka, India Phone: +91-80-2531 8550 Email: naalmpg@naalm.com; Time: Mon to Sat (9:00 to 18:00 hrs). The Grievance Officer will redress all grievances latest within 1 (one) month of intimation of such grievance.

10. Questions?

Questions regarding this Privacy Policy should be directed to the following address: naalmpg@naalm.com
