



Policies at Birlamedisoft

Birlamedisoft Pvt Ltd has created these various policies to demonstrate its commitment to serve its customers. These policies are applicable for Birlamedisoft corporate web site www.birlamedisoft.com and all other product websites namely www.birlamedisoft.com, www.pathogold.com, www.netbloodbank.com, www.maxim-lis.in, www.maxim-lis.com, www.quanta-his.com, www.findmypathlab.com, www.findmybloodbank.com, www.quantahims.com, www.quantaclinic.com and these websites subdomains amongst other contacts. In this section of the policy Statement, Birlamedisoft Pvt Ltd describes the various terms and conditions for evaluating and purchasing Birlamedisoft products as well as also information that is collected by Birlamedisoft and why it collects such information.

☛ Registration

During registration on any of these websites above, users are required to provide their contact information (such as name, e-mail id, country), which Birlamedisoft Pvt Ltd uses to provide requested services for its Web site visitors, to help make surfing these sites easier, and provide a more personalized experience on these Web sites. Birlamedisoft Pvt Ltd uses such information to improve its services, or to market their healthcare products, solutions & services and/or for industry reporting purposes.

☛ Sharing Sensitive Data information

Birlamedisoft Pvt Ltd does not sell, rent, or lease its customer and investor information, and registration lists to third parties. Birlamedisoft Pvt Ltd does not share personally identifiable information with third parties apart from parent, subsidiary, and affiliate companies. Information may be shared with third parties who are acting as Birlamedisoft Pvt Ltd agents in providing its product(s)/service(s), and who agree to use it for software demonstration purpose and keep the information secure and confidential. Birlamedisoft might use customer data, software data for demonstration purposes.

Birlamedisoft Pvt Ltd will also disclose information that it maintains when required to do so by law or, in special cases, when Birlamedisoft Pvt Ltd has reason to believe that disclosing this information is necessary to identify, contact or take legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) its rights or property. Birlamedisoft Pvt Ltd may share aggregate information, which is not personally identifiable, with others.



☛ Security Policy

Birlamedisoft Pvt Ltd will take appropriate steps to ensure that personal data is protected from unauthorized access and disclosure, including limiting access to such data only to those employees with a business need to know. Users should check this policy frequently to keep abreast of any changes.

☛ Recruitment Policy

We do not take any money from anybody to perform recruitment drive, people who are demanding such type of money is totally wrong. We do not organize any campus interviews. We disclaim such activities. Do not entertain such wrongdoing anymore.

☛ Shipping/Membership Policy

All Birlamedisoft products are electronically downloadable setup files. Customer need to download all these setup files and installation is done/completed by our expert team of engineers who take remote access to your computer/server system to finish installation process.

☛ Refund and Cancellation Policy

Birlamedisoft Pvt Ltd does not offer any refund or cancellation policy. The order once placed cannot be cancelled (in any case). Therefore, kindly test the product before buying. You can demo/test all Birlamedisoft products like Hospital, Laboratory, Blood Bank, pharmacy, occupational health management, ophthalmology management and all those products which you are intended to purchase from Birlamedisoft. Once you are fully satisfied and decided to buy Birlamedisoft products, you can place the PO/Order to us. Please note that enough time and money is invested in doing such activities, hence it is very difficult to refund any money back to you once order is placed. You can get all product demos, sometimes login details to Birlamedisoft products before purchasing the same.

☛ Product Training Policy

Once installation is done successfully, our expert team will give product training to customer. Enough training, operation manual, video tutorials are given to customer for fully understanding product usages. All product training is done remotely and unless otherwise agreed and decided between customer and Birlamedisoft, in such cases, BirlaMediSoft subject matter expert engineer visit to client place for the training purpose. But this happens for bigger healthcare projects only.



Birlamedisoft product gets enough information to learn the product via Video Tutors, operation manual etc. Still customer is not able to understand, Birlamedisoft support dept is handy to resolve this issue.

☛ Software Activation Policy

Birlamedisoft Pvt Ltd does not offer **Permanent Activation Keys** unless and until full and final payment which is due on the customer is received. There is a notification displayed as '**Evaluation Version**' on the login screen. This period is extended for certain times while the software implementation and customization are happening.

On some customer demands, If Birlamedisoft issues '**Permanent Activation Keys**' removing the Evaluation Version status from the software, then the *customer is liable to settle full and final accounts* and clear all our outstanding dues clearly.

☛ After Sales Support Policy

Once product is live, it goes in 12 months of free technical support. Our technical support dept takes care of providing UpToDate information about product usage, solve any issues faced by customer, provide them training to use software etc. like many activities are handled by support dept.

Support is provided by taking remote access to customer computer system.

Data corruption, data validity, bringing lost data back to system is not at all responsibility of Birlamedisoft. Birlamedisoft will investigate such problems and help customer to get back to system asap but can't not guarantee to get back corrupted or lost data back to system. It is full responsibility of customer to maintain their hardware and software system in optimal working condition.

Our support dept works as per IST time only. Mon-Fri 9.30 AM to 6.30 PM, Saturday 10 AM to 2 PM only. Support is not available on weekly holidays (Sunday) & public holidays. In extreme emergency situation, customer can contact us on email info@birlamedisoft.com, or connect with us on +91 9011026090, WhatsApp +91 9011026090.

For questions about these policies statement, contact: Birlamedisoft Pvt Ltd at info@birlamedisoft.com

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