

This Privacy Policy applies to HappiZest of Happiest Health Systems Pvt. Ltd.

Happiest Health Systems Pvt. Ltd. recognises the importance of maintaining your privacy. We value your privacy and appreciate your trust in us. This Privacy Policy describes how we treat user information we collect on <https://happizest.happiesthealth.com/>, including both of its subdomains, and other online sources. This Privacy Policy applies to current and former visitors to our website and to our online customers who are Indian citizens in India. By visiting and/or using our website, you agree to this Privacy Policy.

Information we collect:

Contact information. Contact information. We might collect your name, email, mobile number, only.

Payment and billing information. We NEVER collect your credit card / debit card / UPI / any other online modes of payment details on our website. However, our partners' site may ask you to provide your credit card / debit card / UPI / any other online modes of payment details to make the payments to purchase the services/products. Kindly refer to the privacy policy of the partners' websites, i before providing any payment and billing information.

Information you share. We collect information you share on the HappiZest platform via Feedback/Query form, etc. You will also be sharing the data explicitly with other business functions of Happiest Health for communicating with you on the services/new product/features being offered. This information can involve your name, email and phone number.

Other information. If you use our website, we will collect information about your IP address and the browser you're using. We will look at what site you came from, the duration of time spent on our website, pages accessed or what site you visit when you leave us. We will also collect the type of electronic devices you are using, or the version of the operating system your computer or device is running. Individual page specific visit data is neither shared with your employer nor sold.

The photographs, videos, timings data or other forms of media which you have posted on WoW Connect will be used by Happiest Health to promote the HappiZest and you grant Happiest Health an irrevocable, royalty-free worldwide license to use it or any of its derivatives in any form on any electronic or print media platform Happiest Health deems suitable.

We collect information in different ways:

We collect information directly from you. We collect information directly from you when you register for accessing HappiZest . We also collect information if you share the feedback/query on our websites or ask us a question through phone or query id/email available on the website. We will collect the information through any online activity organized, where you would have participated at your will; or any webinar/live class that you would have participated at your will.

We collect information from you passively. We use tracking tools like Google Analytics, and browser cookies for collecting information about your usage of our website.

Use of your personal information:

We use information to contact you to respond to your requests or questions. We use your information to confirm your details for any HappiZest or Happiest Health related activities such as answering your queries, etc.

We use information to improve our products and services. We use your information to customize your experience with us. This could include displaying content based upon your preferences.

We use information to look at site trends and customer interests. We might use your information to customize your experience with us. We combine information we get from you with information about you we get from third parties.

We use information for security purposes. We use information to protect our company, our customers, or our websites.

We use information for promotional purposes. We might send you information about special promotions or offers. We might also tell you about new features or products. These might be our own offers or products, or third-party offers or products we think you might find interesting. Or, for example, if you buy tickets from us, we may enrol you in our newsletter. To stop receiving our promotional emails, please hit unsubscribe. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about your purchases.

We use information to send you transactional communication. We will send you emails or SMS when you use features such as Login with OTP, Forgot password, etc.

We use information as otherwise permitted by law.

Sharing of information with third parties:

We share information with third parties who perform services on our behalf. We share information with vendors who help us manage our other process or transactional message processors. Some vendors may be located outside of India.

We share information with our business partners. We share your email, name, and phone number(if required) with our partners, a third party, who provides services for HappiZest . Our partners use the information we give them as described in their privacy policies, but the information will be used for the particular purpose of the case alone.

We will share information if we think we must in order to comply with the law or to protect ourselves. We will share information to respond to a court order or summons. We will also share it if a government agency or investigatory body requests. Or, we will also share information when we are investigating potential fraud.

We may share information with any successor to all or part of our business. For example, if part of our business is sold, we may give our customer list as part of that transaction.

Security of your personal data:

We have implemented appropriate technical and organisational controls to protect your personal data against unauthorised processing and against accidental loss, damage or destruction. Since sending any information, including personal data, via the internet is not completely secure, we cannot guarantee the security of any personal data sent to our site while still in transit and so you provide it at your own risk.

Data Subject Rights

In case you (the user) want us to delete your data, please raise a request by writing to the our query id reachus@happiesthealth.com. Your request will be processed within 7 to 10 working days.

How long we keep your personal data:

The personal data that is being collected at HappiZest portal, is kept as per the defined period in the agreement signed between Happiest Health Systems Pvt. Ltd. and your organization.

Once the program is terminated with your organization, we delete the data after taking the consent via email from your company's POC. After receiving the consent, a formal data deletion procedure takes place internally to get the PII deleted or anonymized (where required).

The data that is collected at our business partners' services end, will be kept depending upon the law and regulation demands. Information such as health related information that may have been collected during the consultation program, will be kept for more than 5 years; it may vary based on the service. However, any other PII that will not be required to be kept, will be deleted along with the formal process that we follow for data deletion.

If your company wants a submission report of the internal data deletion process that takes place internally, an explicit request can be made to our company's POC and we shall do the needful.

Email Opt-Out:

You can opt out of receiving our marketing emails. To stop receiving our promotional emails, please hit unsubscribe. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about your purchases.

Third party sites:

If you click on one of the links to third party websites, you will be taken to websites we do not control. This Privacy Policy does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for those third-party sites.

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:

Parvathy P B

Address:

HAPPIEST HEALTH SYSTEMS PRIVATE LIMITED
St. John's Research Institute
No.141/2, Gate 4 Facing
100 Feet Road, John Nagar
Koramangala
Bengaluru-560034
Karnataka, India.

Phone: +91 080-69329300

Email: DataProtectionOfficer@happiesthealth.com

If you have any questions about this Privacy Policy or other privacy concerns, you can also email us at DataProtectionOfficer@happiesthealth.com

Contact us for information about how we use your personal data:

If you have any questions about how we use your personal data or if you have a concern about how your personal data is used, please contact our grievance office. Or, email DataProtectionOfficer@happiesthealth.com.

Complaints will be dealt with by the Happiest Health Systems Pvt. Ltd. team, and will be responded to within 30 days. If you have a question about anything else, please see our Contact us page [here](#).

Changes to this privacy policy:

This Privacy Policy was last updated on 12th March, 2025. From time to time we may change our privacy practices. We will notify you of any material changes to this Privacy Policy as required by law. We will also post an updated copy on our website.

Jurisdiction:

If you choose to visit the website, your visit and any dispute over privacy is subject to this Privacy Policy and the website's terms of use. In addition to the foregoing, any disputes arising under this Privacy Policy shall be governed by the courts of Bengaluru, Karnataka in India.