

INFORMATION NOTICE FOR WEBSITE USERS

Dedalus Group attaches a great deal of importance to and intends to pay particular attention to protecting your personal data and respecting your privacy.

The aim of this information notice for website users (hereinafter referred to as the “**Notice**”) is therefore to inform you of how your personal data is processed when you visit the website **Dedalus Global - MEA Region** (hereinafter referred to as the “**site**”).

In this regard, please note that Dedalus DH Healthcare Software Services India Private Limited (“acts as the data fiduciary for your personal data (hereinafter referred to as “**we**”, “**us**” and “**our**”).

1 WHAT PERSONAL DATA DO WE COLLECT?

When you browse our site, we may collect the following categories of personal data about you:

- identification data (e.g., surname, first name, email address, username, password, Region, type of device).
- professional data (e.g., position held, field of activity, employer).
- technical data (e.g., IP address, type of browser used, etc.); and
- any personal data contained in any correspondence you send to us.

Provision of your personal data is voluntary, but we will be unable to provide you with the services and information you request without it. For example, if you contact us through the site, you will need to provide us with your email address so that we can respond to you.

In any case, we will inform you when it is mandatory to provide your personal data.

Additionally, if you provide us with personal data belonging to third parties, you undertake to ensure that such persons have been duly informed of the processing of their personal data in accordance with this policy and, if required, have consented to the processing of their personal data.

2 WHY DO WE USE YOUR PERSONAL DATA?

The table below outlines the purposes of processing your personal data for and, for each purpose, the legal basis for the processing operation in question:

PURPOSES	LEGAL BASIS
Responding to requests and questions you may submit through the site, and more	The legal basis of the processing is that you have voluntarily provided your personal

broadly, managing our relationship with visitors to the site.	data with your request in order for us to provide you with the service you requested us.
Improving our services and our site.	The processing is based on your consent and carried out pursuant to our legitimate interest, which involves optimizing our tools and solutions to best accommodate our site visitors, clients, and prospects.
Complying with legal and regulatory obligations applicable to us.	The processing is necessary to comply with the legal obligations that we are subject to.
Managing any potential or actual disputes with you or third parties.	The processing is carried out for compliance with any judgment or decree or order issued under any law for the time being in force in India, or any judgment or order relating to claims of a contractual or civil nature under any law for the time being in force outside of India pursuant to our legitimate interest, which involves defending our interests, including through legal action.

In any case, please note that we will not process your personal data for any other purpose that is incompatible with the above-mentioned purposes.

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WHO DO WE SHARE YOUR PERSONAL DATA WITH?

In the context of our processing operations, we may communicate your personal data to the following recipients:

- to our service providers, suppliers, agents, and contractors, to the extent that they assist us in carrying out the purposes set out in this policy (e.g., we use IT service providers to host your personal data on our behalf).
- the other entities of the Dedalus Group.
- to competent courts, public authorities, government agencies and law enforcement agencies (including where we are required to comply with legal or regulatory requests).

Regardless of the recipient, we will only disclose your personal data to them on a strictly need-to-know basis and only to the extent required to fulfill the purposes identified in this policy.

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DO WE TRANSFER DATA OUTSIDE INDIA?

In connection with the processing operations described in this notice, we transfer your personal data outside India to the extent legally permissible. Where your personal data have been transferred to other entities of Dedalus group or authorised third parties located outside India, we take organizational, contractual and legal measures to ensure that your personal data is processed for purposes mentioned above and that adequate levels of protection have been implemented to safeguard your personal data.

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HOW LONG DO WE STORE YOUR PERSONAL DATA FOR?

We store your personal data for no longer than is necessary for the purpose of the processing concerned.

In other words, this means that the storage periods we apply vary depending on the purpose for which we process the data in question. Notwithstanding the foregoing, we will retain personal data, associated traffic data and other logs of all processing activities for a period of **at least 1 (one) year** from the data of such processing for purposes prescribed under applicable data protection law.

The table below therefore indicates, for each purpose, the storage period that will be applied to your personal data:

PURPOSES	STORAGE PERIOD
Responding to requests and questions you may submit through the site, and more broadly, managing our relationship with visitors to the site.	We will store your personal data for a maximum of 3 years from our last contact with you.
Improving our services and our site.	We will store your data for a maximum of 1 year or until such time you have withdrawn your consent, whichever is earlier, although in most cases your data will be aggregated shortly after collection into non-identifiable statistics.
Complying with legal and regulatory obligations applicable to us.	We store your personal data for as long as we are subject to the relevant legal or regulatory obligations.
Managing any potential or actual disputes with you or third parties.	Your personal data will be stored until all potential remedies have been exhausted.

Notwithstanding the above, all personal data logs and traffic data will be stored for **at least one (1) year** in accordance with the applicable laws including data protection legislations.

We have also defined an archiving policy. This ensures that your personal data is not stored in the active database unnecessarily.

In any case, once the applicable storage period has elapsed, we will irrevocably erase or anonymize your personal data so that you can no longer be identified.

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DO WE USE COOKIES?

We use cookies on our site.

To find out more about the cookies we use and the purposes that we use them for, please refer to our cookie policy, which can be found here: [Dedalus: Ensuring Personal Information Security](#).

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WHAT RIGHTS DO YOU HAVE?

In accordance with the applicable data protection legal framework, you have the following rights as a data principal:

- You may request access to your personal data and request that it be corrected or erased.
- Where processing of your personal data is based on your consent, please note that you may withdraw your consent at any time after you have provided such consent, without affecting the lawfulness of processing based on your consent carried out prior to your withdrawal of the same, or where you have voluntarily provided your personal data.
- You have the right to grievance redressal in respect of our obligations and/or your rights, for which we will respond to you within 90 days from the date of receipt of your grievance.
- You have the right to nominate any other individual to exercise your rights as a data principal on your behalf, in the event of your death or incapacity. To do so, please provide us with the relevant information of such nominee, or as requested by us, to ensure our proper handling of the requests made on your behalf.

However, please note that some of the above rights are subject to specific conditions dictated by the applicable data protection legal framework. So, if your specific situation does not meet these conditions, we will unfortunately be unable to comply with your request.

To exercise your rights, including lodging a grievance with us, please contact our group data protection officer ("**Group DPO**") and / or Designated Contact Person using the contact details provided in Section 7 (*How can you contact us?*). To process your request as efficiently as possible, we may ask you for certain additional information (e.g., customer name) to confirm your identity and/or assist in locating the personal data that forms the subject matter of your request.

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WHAT ARE YOUR RESPONSIBILITIES AS DATA PRINCIPAL?

In accordance with the applicable data protection legal framework, you are required to comply with certain duties as a data principal, including:

- Complying with the provisions of all applicable laws while exercising your rights as set out above;
- Ensuring that you do not impersonate another person while providing their personal data for a specified purpose;
- Ensuring that you do not suppress any material information while providing your personal data in relation to any document, unique identifier, proof of identity, or proof of address issued by a competent authority;
- Ensuring that you do not file any false or frivolous grievance or complaint with us as the data fiduciary or with the competent supervisory authority; and
- Furnishing only such information as is verifiably authentic while exercising your right to correction or erasure, where applicable.

Please note that failure to comply with your duties as a data principal may result in the imposition of applicable administrative fines by the competent supervisory authority.

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HOW CAN YOU CONTACT US?

If you have any questions, grievances or requests regarding our processing operations with your personal data under this policy, including exercising your rights, as outlined above, you may contact us on the following address: info.asia@dedalus.com

We also have appointed a group data protection officer ("**Group DPO**"), which you can contact by e-mail at the following address: dpo.group@dedalus.eu

In case of grievances or discrepancies concerning our processing of your data, you may contact the Designated Contact Person at designatedcontactperson-india@dedalus.com

Acknowledgement and Consent:

I acknowledge receipt of the Information Notice – for Website Users ("**Notice**") dated September 2026.

I have read and understood its contents, including the information regarding the collection, use, storage, disclosure, transfer, retention and other processing of my personal information by Dedalus.

By clicking on the consent button below, I hereby consent to the processing of my personal data, for the purposes described in the Notice, as well as for those purposes described in the Notice for which I have voluntarily provided my personal data and have not indicated that I do not consent to such

processing. My personal data may therefore be processed in accordance with this Notice until and unless I explicitly withdraw my consent.

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