

Please go through this to understand how we process your personal data. By continuing to share your personal data, you agree to us processing data in accordance with the Privacy Notice.

Singhe Hospitals PLC, its subsidiaries and associates/affiliates (hereinafter collectively referred to as " Singhe Hospitals PLC " "us" "we" or "our") are committed to protecting the personal data of our customers, shareholders, business partners, visitors, employment candidates and employees and the personal data of individuals who work for, or act on behalf of our customers and/or business partners (collectively referred to as "data subject") that has been provided to us.

In Singhe Hospitals PLC, we take privacy seriously and all our activities are underpinned by our **T.R.U.S.T** principles of being **Transparent**, respecting your **Rights**, in our **Use** of your personal data, including robust cyber **Security** practices and taking due care when the **Transfer** of personal data is required.

When processing your personal data Singhe Hospitals PLC, will ensure that:

- Your personal data will be processed lawfully and in a transparent manner so that you are aware of all processing activities connected with your personal data.
- Your personal data will be collected by us only for the purposes listed out below and not further processed in a manner that is incompatible with those purposes.
- We will only collect personal data that is limited to and required for the purposes listed out below and will not collect more personal data than is required.
- Your personal data will be accurate and, where necessary, kept up to date.
- Your personal data will be kept in a form which permits identification for no longer than is necessary for the purposes for which that personal data is processed.
- Your personal data will be processed in a manner that ensures appropriate security of the personal data.

This privacy notice ("Privacy Notice") explains:

- What and how personal data is collected and further processed by us;
- For what purposes it is collected and further processed by us;
- Sources (if any) of personal data;
- To whom personal data is disclosed; and
- How to access and update your personal data and where to go for further information in respect of the personal data.

If you provide us with personal data of another individual, you hereby represent that you have obtained consent from that individual prior to providing their personal data to us. References to 'your personal data' in this Privacy Notice would include such individual's personal data that you provide to us.

This Privacy Notice should be read together with the terms and conditions specific to the products and/or services you are availing yourself of. In the event of a discrepancy between this Notice and such specific terms and conditions, this Notice shall prevail to the extent of such discrepancy.

We may from time to time amend, modify, vary or update this Privacy Notice by posting the new Notice here and/or on our other platforms and you are bound by such modifications, variations or updates, should you continue to use our products and/or services.

PERSONAL DATA ABOUT CHILDREN

If you are under the age of 18, we take it that you have obtained the consent of your parent, guardian or person who has parental responsibility over you before sending us your personal data (for example, your name, address and email address etc.).

WHAT PERSONAL DATA DO WE COLLECT?

The types of personal data we collect or obtain may vary according to our relationship with you and may include the following:

A. For Customers

- Contact information (such as name, address, email address and telephone number etc.);
- Identification information (such as national identity card, passport, driver's license, date of birth, IP addresses, internet cookies etc.);
- Demographic information (such as age, marital status, gender etc.);
- Photographs, such as those that you may upload onto our platforms etc, for which we may need to access your camera;
- Location information, which may include GPS location;
- Product specific information (such as medicine to your doorstep, healthcare to your doorstep, lab reports at your fingertips etc) which may contain personal data;
- Payment information (such as payment confirmation and billing information etc.);
- Health information [such as information relating to the doctors, dentists, healthcare specialists, healthcare professionals, healthcare providers, or healthcare organizations etc. (collectively referred to as "healthcare providers") you have visited, reasons for your visit, dates of your visit, your medical history, medicine prescriptions, lab test reports, documents required for this service which may include personal data, any audio or video files you may share to healthcare providers via our platforms, and your health information (blood group, BMI, allergies etc.) you choose to share with these healthcare providers.]. For this we may need to access your phone storage;
- Information relating to our services that you have obtained (such as doctors)
- Any footage captured or recorded by our surveillance camera (CCTV) system; and
- Any recordings of calls placed by you to our customer care centers.

Additional Personal Data that We Collect

We may during times of a crisis such as a disease outbreak etc. collect:

- Your health and physical condition;
- The health condition of individuals in your household;
- Results of your health tests and medical reports, if any;
- Your body temperature;

WHEN DO WE COLLECT YOUR PERSONAL DATA?

We may collect or obtain your personal data:

A. For Customers

- When you use our network, products and/or services (including through our call centers, dealers, and sales channels).
- When you contact us or register for information relating to our network, products and/or services or for any other purposes.
- When you communicate with us (such as via SMS, telephone calls, other digital channels, emails, questionnaires or surveys etc.).

- When you use or interact with any of our digital applications, visit any of our websites or social media pages.
- When you participate in any of our promotional events, incentives or loyalty programs.
- When you visit any of our premises.
- From our internal database pursuant to your relationship with our group of companies, subsidiaries or associates/affiliates.
- From our surveillance camera (CCTV) system.

TRANSFERS OF PERSONAL DATA

We may transfer your personal data across geographical borders to other entities. Where your personal data has been transferred to members of our group of companies, subsidiaries, associates/affiliates and/or to third parties located outside of Sri Lanka, the transfer of your personal data is carried out under organizational, contractual and legal measures and with reasonably adequate levels of protection implemented as well as any additional local legal requirements for the parties receiving this data in order to safeguard your personal data.

HOW DO WE STORE AND PROTECT YOUR PERSONAL DATA?

We may collect and store your personal data in electronic or physical form, depending on the requirement. Such personal data may be stored at our and third-party premises within IT Systems (e.g. external cloud storage, internal or third-party management systems, e-mails, databases, hard drives etc.), and physical warehouses etc.

We endeavor, where practicable, to process your personal data in a safe environment by preventing any unauthorized or unlawful processing of personal data or accidental disclosure, loss or destruction of, or damage to, such personal data. We have implemented various physical, technical and administrative security measures to protect your personal data and our network from unauthorized access. Some of these measures include:

- encryption of personal data;
- strict adherence to privacy and security practices;
- periodic security assessment and reviews to upgrade our practices; and
- Restriction of access to such personal data to personnel who have a need to know such personal data.

The security of your personal data is important to us but remember that no method of transmission over the Internet, securing while processing, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

HOW LONG DO WE RETAIN YOUR PERSONAL DATA?

We will retain your personal data only for as long as such data is necessary for the purposes it was collected for. The retention period for personal data may also be affected by the requirements of applicable laws or a legitimate business requirement. In all cases such personal data may be held for a longer period of time where there is a legal or regulatory reason to do so (in which case it will be deleted once no longer required for the legal or regulatory purpose).

Once personal data surpasses its retention period and if there is no valid reason to retain such personal data, the personal data will be securely disposed of.

WHAT ARE YOUR RIGHTS?

We respect your rights and privacy by taking steps to ensure that your personal data is accurate and up-to-date. Any inaccurate information that is brought to our attention shall be corrected within a reasonable period of time from the receipt of a written notification by you of the same sent to us via the below mentioned contact options. Any requested

amendments may be subject to applicable laws and regulations.

We shall make available (to the extent possible) your personal data in our possession or control within a reasonable time at a reasonable cost.

CONSEQUENCES OF NOT PROVIDING YOUR PERSONAL DATA

We may require collection of certain personal data about you and failure to provide such information may:

- Result in us being unable to process your application and/or provide you with our product and/or services.
- Result in us being unable to respond to your requests on our products and/or services.
- Limit or prevent access to certain features on our website, web links or digital platforms.
- Result in us being unable to update you on the latest updates regarding any promotions, our services/products or launches.
- Result in your inability to receive invitations to promotional activities organized by us.
- Negatively affect our ability to communicate with you.
- Result in our inability to enter into a contract with you or a counter-party or continuing to contract with you or a counter-party.

BY SUBMITTING PERSONAL DATA TO US, YOU ACKNOWLEDGE THAT:

- You have read and understood this Privacy Notice and agree and consent to the use, processing, disclosure and transfer of personal data as set out herein.
- All information and representations provided by you are true and correct to the best of your knowledge, and you have not knowingly omitted any relevant information.

UPDATES TO THE PRIVACY NOTICE

We reserve the right to amend, modify, vary or update this Privacy Notice, at our sole discretion from time to time, as and when the need arises. The most recently published Privacy Notice shall prevail over any of its previous versions and the version number and date will be updated accordingly. We have no obligation to inform you of any variations and you are encouraged to check this Privacy Notice from time to time to stay informed of any changes. You agree to adhere to the terms of the Privacy Notice including any variations.