

PRIVACY POLICY

Effective Date: 03/02/2026

Last Updated: 03/02/2027

CIAN Healthcare Limited ("CIAN" , "Company" , "we" , "us" or "our") is committed to protecting the privacy and security of personal information entrusted to us.

This Privacy Policy explains how CIAN collects, receives, uses, processes, stores, discloses and protects personal information when you visit or interact with <https://cian.co/> and its related webpages, forms, digital properties, communications, portals and services that link to or reference this Privacy Policy (collectively, the "Website").

CIAN is a pharmaceutical company engaged in research, development, manufacturing, domestic marketing, exports, institutional supplies and contract/third-party manufacturing of pharmaceutical, healthcare, nutraceutical, OTC, cosmetic and veterinary products.

By accessing or using the Website, or by voluntarily providing your personal information to us, you acknowledge that you have read and understood this Privacy Policy. Where applicable law requires consent or another lawful basis for processing, CIAN will process personal information in accordance with such requirements.

1. ABOUT CIAN

CIAN Healthcare Limited is a company incorporated under the laws of India.

Corporate Identity Number (CIN): L24233PN2003PLC017563

Registered / Correspondence Office:

Office No. 301, 3rd Floor, Konark Icon, Mundhwa-Kharadi Road,
Kirtane Baugh, Magarpatta, Hadapsar, Pune, Maharashtra –411028,
India.

Corporate Office:

606, Ring Road Mall, Sector-3, Rohini, New Delhi, India.

Website: <https://cian.co/>

General Contact: enquiry@cian.co

The Company may update its addresses, contact details or designated privacy contact from time to time. The latest details published on the Website shall prevail.

2. SCOPE OF THIS PRIVACY POLICY

This Privacy Policy applies to personal information collected or

processed by CIAN through or in connection with:

- the Website and its webpages;
- contact and enquiry forms;
- “Request Quote” and business enquiry forms;
- contract manufacturing and third-party manufacturing enquiries;
- export and international business enquiries;
- government-supply related enquiries;
- recruitment and employment applications;
- resume/CV submissions and candidate information;
- communications with customers, prospective customers, vendors, suppliers, distributors, business partners and other stakeholders;
- investor and corporate communication, where personal information is involved;
- digital communications, including emails and other electronic correspondence;
- cookies, analytics and similar technologies used on the Website; and
- other online or offline interactions where this Privacy Policy is expressly referenced.

This Privacy Policy does not necessarily apply to personal information processed by third-party websites, applications, platforms or services that CIAN does not control, even where links to those services are

provided through the Website.

3. INFORMATION WE MAY COLLECT

Depending upon how you interact with CIAN, we may collect the following categories of personal information.

3.1 Information You Provide Directly

This may include:

- full name;
 - company or organisation name;
 - job title/designation;
 - professional or business contact details;
 - email address;
 - telephone/mobile number;
 - postal or business address;
 - country, state or city;
 - information contained in your enquiry or communication;
 - product, manufacturing, export, distribution or business requirements;
- information provided in quotation or commercial enquiries;
 - information contained in resumes, CVs, cover letters and

applications;

- employment history, qualifications, skills and professional information;
- gender, experience and job-position preferences, where voluntarily provided through recruitment forms;
- documents or attachments submitted to us;
- information you provide when communicating with our employees, representatives or service providers; and
- any other information you voluntarily submit to us.

3.2 Recruitment Information

Where you apply for employment or other opportunities through the Website or by email, we may collect information such as:

- name and contact information;
- resume/CV;
- educational qualifications;
- employment history;
- total experience;
- skills and professional certifications;
- preferred position;
- location preferences;
- information necessary to assess suitability for a role;
- information contained in supporting documents; and
- other information you voluntarily provide in connection

with recruitment.

Applicants should avoid submitting information that is not relevant to the recruitment process.

3.3 Information Collected Automatically

When you access the Website, certain technical information may be collected automatically, subject to applicable law and your browser/device settings. This may include:

- IP address;
- browser type and version;
- operating system;
- device type and identifiers;
- language and regional preferences;
- time zone;
- date and time of access;
- pages visited;
- referring and exit webpages;
- approximate geographic information derived from

technical data;

- clicks, navigation activity and interaction information;
- website performance information; and
- information collected through cookies and similar

technologies.

3.4 Information Received From Third Parties

We may receive personal information from:

- business partners and prospective customers;
- distributors, vendors and suppliers;
- recruitment agencies;
- professional advisers;
- service providers;
- authorised representatives;
- publicly available sources;
- government, regulatory or statutory authorities;
- investor or shareholder-service providers; and
- other persons or organisations who are legally authorised

to share such information with us.

Where required by applicable law, CIAN will take appropriate steps in relation to personal information received from third parties.

4. PURPOSES FOR WHICH WE USE PERSONAL INFORMATION

CIAN may process personal information for legitimate business, contractual, regulatory, security and operational purposes, including:

Business Enquiries and Customer Engagement

- responding to enquiries and requests;
- communicating with prospective and existing customers;
- understanding business and product requirements;
- responding to quote or manufacturing requests;
- evaluating contract/third-party manufacturing

opportunities;

- processing export and distribution enquiries;
- coordinating government-supply related enquiries;
- providing requested information, documentation or

commercial communication;

- maintaining business relationships; and
- managing follow-up communications.

Recruitment and Human Resources

- receiving and assessing applications;
- communicating with applicants;
- verifying qualifications and experience where appropriate;
- scheduling interviews;
- evaluating suitability for employment or engagement;
- maintaining recruitment records;
- complying with applicable employment and legal

requirements; and

- defending or establishing legal claims where necessary.

Website and Technology Operations

- operating, maintaining and improving the Website;
- ensuring website functionality;
- understanding website usage;
- monitoring performance;
- troubleshooting technical issues;
- preventing misuse, fraud, malicious activity and security incidents;
- maintaining system and network security; and
- improving user experience.

Corporate, Regulatory and Compliance Purposes

- complying with applicable laws, regulations and legal obligations;
- responding to lawful requests from governmental, judicial, regulatory or law-enforcement authorities;
- maintaining corporate records;
- meeting obligations relating to listed-company or securities-law compliance, where applicable;
- protecting the Company's legal rights and interests;
- conducting audits, reviews and investigations; and
- enforcing agreements, policies and terms.

Communications and Business Development

Subject to applicable law and required consent or preferences, CIAN

may use contact information to provide:

- business updates;
- product or service information;
- corporate communications;
- relevant commercial information;
- invitations, events or industry communications; and
- other information reasonably related to your relationship

with CIAN.

You may opt out of non-essential promotional communications at any time by using the unsubscribe mechanism provided in the communication or by contacting us.

5. LEGAL BASIS FOR PROCESSING

CIAN will process personal information in accordance with applicable law.

Depending on the circumstances, processing may be based on:

- your consent;
- your request for information or services;
- steps taken at your request before entering into a business or contractual relationship;
- performance of a contract or arrangement;

- compliance with legal or regulatory obligations;
- protection of the Company's rights, property, systems, personnel or stakeholders;
- prevention, detection and investigation of fraud, abuse or security incidents;
- legitimate and lawful business purposes, to the extent recognised under applicable law; or
- another lawful basis permitted by applicable law.

Where processing is based on consent and applicable law gives you a right to withdraw such consent, you may do so by contacting us. Withdrawal of consent will not affect processing lawfully carried out before withdrawal.

6. COOKIES AND SIMILAR TECHNOLOGIES

The Website may use cookies, web beacons, pixels, tags, scripts, local storage and similar technologies.

These technologies may be used for purposes such as:

- enabling core website functionality;
- remembering user preferences;
- analysing website traffic and usage;
- measuring performance;

- improving website functionality;
- maintaining security;
- diagnosing technical issues; and
- understanding the effectiveness of communications or campaigns.

Some cookies may be placed or operated by third-party service providers on our behalf.

You may control cookies through your browser settings and, where implemented, through the Website' s cookie-management mechanism. Disabling certain cookies may affect website functionality.

CIAN will not treat all cookies as the same. Where applicable law requires consent for non-essential cookies or similar technologies, appropriate consent mechanisms will be used.

Important publication requirement: Before publishing this Privacy Policy, CIAN should maintain an internal cookie inventory identifying each cookie/tracker, provider, purpose, duration, category and whether it is essential or consent-based.

7. SHARING AND DISCLOSURE OF PERSONAL INFORMATION

CIAN does not sell personal information in the ordinary sense of

selling personal information as a commercial asset.

We may disclose personal information where reasonably necessary and lawful to the following categories of recipients:

7.1 Service Providers and Processors

We may engage third parties to support our business operations, including providers of:

- website hosting;
- cloud infrastructure;
- IT and cybersecurity services;
- email and communication services;
- analytics and performance monitoring;
- CRM and business management systems;
- recruitment and applicant-management services;
- document management;
- professional services;
- legal and compliance services;
- marketing and communications;
- logistics or operational support; and
- other technology or business services.

Such third parties may process personal information only to the extent necessary for the services they provide and subject to appropriate contractual or legal safeguards.

7.2 Group Companies and Affiliates

Where required for legitimate business or operational purposes, personal information may be shared with CIAN group companies, subsidiaries, affiliates or entities under common control, subject to applicable law and appropriate safeguards.

7.3 Business Partners and Counterparties

Information may be shared with customers, distributors, suppliers, manufacturing partners, agents, consultants or other counterparties where necessary to:

- respond to a request;
- evaluate a proposed business relationship;
- perform contractual obligations;
- facilitate manufacturing or supply arrangements; or
- provide a service requested by you.

7.4 Government and Regulatory Authorities

CIAN may disclose information when required or permitted by law, including to:

- governmental authorities;
- regulators;
- courts and tribunals;

- law-enforcement agencies;
- tax authorities;
- securities or corporate regulators; and
- other competent public authorities.

7.5 Corporate Transactions

Personal information may be disclosed, subject to applicable law, in connection with:

- mergers;
- acquisitions;
- restructuring;
- financing;
- insolvency or resolution proceedings;
- sale or transfer of assets or business;
- due diligence; or
- similar corporate transactions.

8. INTERNATIONAL TRANSFER OF PERSONAL INFORMATION

CIAN may operate, serve customers, conduct exports and maintain business relationships across multiple countries.

Accordingly, personal information may, where necessary, be accessed, stored or processed outside the country in which it was

collected, including by service providers, affiliates, customers or business partners located in other jurisdictions.

Where applicable law imposes restrictions or conditions on cross-border transfer, CIAN will take steps to comply with those requirements and apply appropriate contractual, technical or organisational safeguards.

9. RETENTION OF PERSONAL INFORMATION

CIAN retains personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including:

- fulfilling the purpose for which information was collected;
- maintaining business, recruitment or corporate records;
- meeting contractual obligations;
- complying with applicable laws and regulations;
- resolving disputes;
- preventing fraud or abuse;
- enforcing legal agreements; and
- establishing, exercising or defending legal claims.

Retention periods may vary depending on the nature of the information and the purpose for which it is processed.

When personal information is no longer required and no legal,

regulatory or legitimate business reason requires continued retention, CIAN will take reasonable steps to delete, anonymise or securely dispose of it in accordance with applicable policies and law.

10. DATA SECURITY

CIAN takes reasonable technical, organisational and administrative measures designed to protect personal information against:

- unauthorised access;
- accidental or unlawful destruction;
- loss;
- alteration;
- disclosure;
- misuse;
- unauthorised processing; and
- other security risks.

Depending on the nature of the information and applicable risk, measures may include access controls, role-based permissions, authentication, secure transmission, monitoring, logging, backups, organisational controls, confidentiality obligations and other appropriate safeguards.

However, no electronic system, transmission method or storage

environment can be guaranteed to be completely secure.

Accordingly, while CIAN takes reasonable measures to protect personal information, it cannot guarantee absolute security.

11. DATA BREACHES AND SECURITY INCIDENTS

If CIAN becomes aware of a personal-information security incident, CIAN will assess and respond to the incident in accordance with its incident-response procedures and applicable law.

Where notification to individuals, regulators, authorities or other parties is required by applicable law, CIAN will provide such notification in the manner and within the timelines prescribed by law.

12. YOUR RIGHTS

Subject to applicable law, you may have rights in relation to your personal information, which may include:

- the right to request information about processing;
- the right to request access to personal information;
- the right to request correction or updating of inaccurate information;
- the right to request deletion or erasure where legally

applicable;

- the right to withdraw consent where processing is based on consent;
- the right to opt out of certain communications;
- the right to raise a grievance regarding processing of personal information; and
- other rights available under applicable data-protection laws.

Certain rights may be subject to legal limitations, exemptions, identity verification requirements or other conditions.

Where applicable law provides specific procedures, CIAN will follow those procedures.

13. HOW TO EXERCISE YOUR RIGHTS OR RAISE A PRIVACY REQUEST

To submit a privacy-related request, correction request, withdrawal request, grievance or other data-protection query, please contact:

CIAN Healthcare Limited

Office No. 301, 3rd Floor, Konark Icon, Mundhwa-Kharadi Road,
Kirtane Baugh, Magarpata, Hadapsar, Pune, Maharashtra – 411028,
India.

Email: enquiry@cian.co

Website: <https://cian.co/>

For privacy-specific requests, CIAN may establish and publish a dedicated privacy/data-protection email address and designated Data Protection Officer or equivalent contact where required by applicable law.

When submitting a request, please provide sufficient information to allow us to:

1. understand your request;
2. verify your identity where reasonably necessary; and
3. respond appropriately.

We may request additional information where reasonably necessary to prevent unauthorised access to personal information.

14. CHILDREN ' S PRIVACY

The Website is intended primarily for businesses, professionals, customers, suppliers, candidates and other adult stakeholders.

CIAN does not knowingly solicit personal information from children in circumstances where such collection is prohibited by applicable law.

If you believe that a child has provided personal information to CIAN

in circumstances that violate applicable law, please contact us so that the matter can be reviewed and appropriate action can be taken.

Where applicable law requires verifiable parental or guardian consent for processing children' s personal information, CIAN will implement appropriate measures in accordance with applicable law.

15. HEALTH, MEDICAL AND OTHER SENSITIVE INFORMATION

CIAN is a healthcare and pharmaceutical company and may, in limited circumstances, receive information that could potentially relate to health, medical conditions, product usage or other sensitive matters.

You should not submit medical, health or other highly sensitive personal information through general website forms unless the information is specifically requested or reasonably necessary for the relevant purpose.

Where CIAN receives health-related or other sensitive personal information, it will handle such information in accordance with applicable law, contractual obligations, internal controls and appropriate security measures.

The Website is not intended to replace medical advice or to function as an emergency medical service.

16. THIRD-PARTY LINKS AND SERVICES

The Website may contain links to third-party websites, social-media platforms, portals, downloadable resources or other external services.

CIAN does not control the privacy practices, content or security of third-party websites.

Your interaction with third-party services may be governed by the privacy policy and terms of that third party.

CIAN recommends reviewing the privacy policies of third-party websites before providing personal information to them.

17. SOCIAL MEDIA AND PUBLIC COMMUNICATIONS

CIAN may maintain or link to social-media profiles and other public communication channels.

If you voluntarily post, comment or otherwise provide information on a publicly accessible third-