



RECORD OF PERSONAL DATA PROCESSING ACTIVITIES

What personal data Consult Your Doctor holds, why, who sees it and how long it is kept

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1. Purpose

This record lists each way in which Zebrold Private Limited, as operator of Consult Your Doctor, handles personal data. It supports the company's duties under the General Data Protection Regulation and India's Digital Personal Data Protection Act, 2023, and is kept up to date by the data protection lead. Where the company acts for another controller, such as a hospital, that is noted in the last column.

2. Controller details

Item	Detail
Controller	Zebrold Private Limited (CIN U26109TS2026PTC210471), operating Consult Your Doctor
Operational office	Bockenheimer Landstraße 17-19, Frankfurt am Main, 60325, Germany
Registered office	Plot N.13 Survey P64/2, Software Units Layout, Madhapur, Hyderabad, 500081, Telangana, India
Directors	Hemendrah Kumar Sadamsetty; Indu Reddy Morthala
Data protection lead / DPO	Name and contact: _____
Grievance officer (India)	Name and contact: _____

3. Register of processing activities

Activity	Data and people	Purpose and legal basis	Recipients	Retention
Patient registration	Name, date of birth, sex, mobile number, email; patients and guardians	Create account and identify patient. Contract; consent	Support staff; platform vendors	While account is active, then per CYD-DP-04
Teleconsultation	Symptoms, history, allergies, medicines, vital signs, notes; patients	Provide medical care. Health care provision; consent	Treating doctor	Medical record period
Prescription issue and AI checking	Prescription details, doctor details; patients and doctors	Issue prescription; check for errors. Health care provision; consent	Doctor; pharmacy chosen by patient; AI vendor as processor	Medical record period
Diagnostic tests and reports	Sample details, results, reports; patients	Perform and deliver tests. Health care provision; consent	Diagnostic centre; referring doctor	Medical record period
12-day follow-up	Replies, symptom reports, alerts; patients	Support recovery. Consent; health care provision	Doctor; messaging vendor as processor	Medical record period
Payments	Payment status and reference (not full card details); patients	Collect fees. Contract; legal obligation	Payment partner	Per tax and company law
Doctor and centre onboarding	Identity, qualifications, registrations; doctors and centre staff	Verify credentials. Legitimate interest; legal obligation	Credentialing staff; regulators on request	While active plus period in CYD-DP-04
Complaints and incidents	Complaint details, event reports; patients, staff	Investigate and improve. Legal obligation; legitimate interest	Medical lead; authorities where required	Per CYD-DP-04



Activity	Data and people	Purpose and legal basis	Recipients	Retention
Website and app analytics	Device data, cookies; visitors	Keep the service working. Consent for non-essential cookies	Analytics vendor as processor	As in cookie notice
Staff administration	Contract, payroll, attendance; employees	Employment. Contract; legal obligation	HR, payroll, authorities	Per CYD-DP-04

4. Special categories and children

Most of the data handled by the platform is health data, which the General Data Protection Regulation treats as a special category and which India's law treats as sensitive in practice. It is processed only for health care and the related purposes in the register, under the safeguards in the Information Security and Access Control Policy (CYD-SEC-01). Data about children is processed only with the consent of a parent or guardian, which is verified, and no child's data is used for advertising or tracking.

5. Processors and recipients

Recipient	Role	Data shared	Safeguard
Payment partner	Processor	Payment status and reference	Data processing agreement
Cloud hosting provider	Processor	All platform data, encrypted	Data processing agreement; transfer safeguards
Messaging and video provider	Processor	Contact details, messages, consultation sessions	Data processing agreement
AI service provider	Processor	Prescription data for checking	Data processing agreement; no use for the vendor's own purposes
Diagnostic centres, hospitals, doctors	Independent controllers for their own care duties	Referral and results data	Agreement; professional confidentiality

6. Requests from individuals

Date received	Person	Request	Decision	Date answered

Requests to see, correct, erase or restrict data, to object, to move data or to withdraw consent are logged here and answered within the time that the law allows, normally within one month under the General Data Protection Regulation.

7. Security measures in summary

The technical and organisational measures that protect this data, including role-based access, multi-factor authentication, encryption, logging, backups, staff training and vendor review, are set out in CYD-SEC-01. This record must be updated if any of those measures changes in a way that affects the risk to individuals.

8. Purpose limitation and data minimisation

Each activity in the register has a stated purpose, and data may be used only for that purpose or for a purpose that is compatible with it and that the patient could expect. Before a new use is introduced, the data protection lead checks whether it is compatible and whether new consent or a new notice is needed. Only the data needed for the purpose is



collected, and optional fields are clearly marked.

9. Roles and accountability

The directors are accountable for compliance. The data protection lead maintains this register, advises on assessments, trains staff and acts as the contact for regulators and individuals. Each department head is responsible for the accuracy of the entries in the register for his or her area and for telling the data protection lead of any new use of data.

10. Link to retention and deletion

The retention periods in the register are those in the Data Retention and Deletion Policy (CYD-DP-04). When data reaches the end of its period it is deleted or made anonymous, and the date and method are recorded in the quarterly deletion log.

11. Review log

Date	Reviewer	Changes made

12. Summary of individuals' rights

Right	How it is handled
To be informed	Privacy notice (CYD-DP-03) given at registration and available at all times
Access and copy	Provided on request within the legal time
Correction	Doctor or data protection lead corrects the record; the original is kept as a version
Erasure and restriction	Applied unless the law requires the record to be kept; the person is told why
Objection and withdrawal of consent	Processing based on consent stops; earlier processing remains lawful
Complaint	To the grievance officer or to the data protection authority

13. Review

The data protection lead reviews this record every six months and whenever a new use of personal data, a new vendor or a new country is introduced. The record is made available to a data protection authority on request.

Approval

This document is approved by the directors of Zebrold Private Limited, the operator of Consult Your Doctor.

Hemendrah Kumar Sadamsetty

Electronically signed | November 5, 2026

Hemendrah Kumar Sadamsetty

Director, Zebrold Private Limited

Date: November 5, 2026

Indu Reddy Morthala

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