



BUSINESS CONTINUITY PLAN

How Consult Your Doctor keeps patients safe and services running during a disruption

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1. Purpose and scope

This plan describes how Zebrold Private Limited keeps its critical services running, or restores them quickly, if the platform, an office, a supplier or the staff are affected by an outage, a cyber-attack, a disaster or any other disruption. Its first aim is that no patient comes to harm because a service has failed.

2. Critical services and recovery targets

Service	Maximum tolerable outage	Recovery target	Owner
Video and audio consultations	4 hours	Restore within 2 hours; fall back to telephone	Technical lead
Issue and verification of prescriptions	4 hours	Restore within 2 hours	Technical lead / Medical lead
Zebrold AI alerts to doctors	1 hour	Restore within 1 hour; manual calls meanwhile	Technical lead
Diagnostic report delivery	8 hours	Restore within 4 hours	Technical lead
Patient support	8 hours	Restore within 4 hours	Support manager
Data backups	Recovery point of 24 hours	Restore from backup within 8 hours	Technical lead

The targets above are proposed and are confirmed by the directors.

3. Scenarios

- Failure of the platform, hosting or network.
- Cyber-attack or ransomware.
- Loss of the Frankfurt or Hyderabad office, or of staff, through fire, flood, illness or travel disruption.
- Failure of a key supplier, for example video, messaging, payment or the AI vendor.
- Loss of a large number of doctors at the same time.

4. Response

1. **Declare.** The incident lead (a director) declares an incident and calls the response team.
2. **Protect patients.** Tell doctors and patients what has happened. Doctors move urgent consultations to telephone. Patients with red-flag symptoms are told to seek emergency care. The medical lead lists patients in follow-up and ensures that they are contacted manually if Zebrold AI is down.
3. **Restore.** The technical lead restores services in the order of the table above, using backups and the secondary systems.
4. **Communicate.** Staff, doctors, centres, patients and, where required, authorities are informed promptly and honestly. Data incidents follow CYD-DP-05.
5. **Recover and review.** When services are normal, hold a review within two weeks and update this plan.



5. Preparation

- Backups are made every day, stored in a separate location and restored as a test every quarter.
- The contact list of staff, doctors, vendors and authorities is kept up to date and available offline.
- The plan is tested by an exercise at least once a year, and the results are recorded.

6. Contact list

Role	Name	Telephone	Email
Incident lead			
Technical lead			
Medical lead			
Data protection lead			
Frankfurt office			
Hyderabad office			

7. Roles and responsibilities

Role	Responsibility during an incident
Incident lead (director)	Declares and ends the incident; takes decisions on resources, public statements and regulators
Technical lead	Restores systems; runs failover and recovery; reports status every hour
Medical lead	Protects patients: moves urgent care to telephone, reviews patients in follow-up, advises doctors
Communications lead	Prepares and sends messages to staff, doctors, patients, centres and the media
Support manager	Handles calls and messages from patients and doctors using the approved script
Data protection lead	Assesses any data impact and handles notifications (CYD-DP-05)

8. Communication plan

Audience	Message and channel	Timing
Staff and doctors	What has happened, what to do, who leads; secure messaging group and email	Within 30 minutes of the declaration
Patients with consultations or follow-up affected	Plain-language message by app, text or telephone, with what to do in an emergency	Within 1 hour
Diagnostic centres and pharmacies	Status and workarounds	Within 2 hours
Regulators and authorities	As the law requires	As required
Public and media	Only through the communications lead, after the incident lead approves	As needed

9. Supplier dependencies

Dependency	Fallback
Video and audio provider	Second provider or telephone consultations
Cloud hosting	Restore in another region from backups
Messaging provider	Second provider; manual calls for red-flag cases



Dependency	Fallback
AI service	Doctors check manually; patients called by staff for follow-up
Payment partner	Pause new payments; record consultations for later billing

10. Testing schedule

Test	Frequency
Restore from backup	Quarterly
Failover of the platform to the secondary environment	Twice a year
Desktop exercise with the response team	Twice a year
Call-tree test of the contact list	Twice a year
Full review of this plan	Yearly and after any incident

11. Maintenance of the plan

The technical lead keeps this plan, the recovery targets and the contact lists up to date, and the directors review and approve it every year. Every exercise and incident is followed by a written review with actions, owners and dates.

12. Patient safety fallback rules

- Consultations with a possible emergency are moved to telephone first.
- Doctors send prescriptions in writing through a secure backup channel and keep a manual log that is entered into the platform when it is restored.
- Patients in the 12-day follow-up who are marked high risk are called first.
- Diagnostic centres release critical results by telephone to the doctor and record the call.

13. Recovery after the incident

When services are restored, the technical lead verifies the integrity of data and checks that no records were lost or changed, the medical lead reviews patients whose care may have been affected, the support team clears the backlog in order of risk, and the incident lead confirms in writing that normal operation has resumed. A review within two weeks records the causes, the cost, the lessons and the actions, which are added to the plan.

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

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Director, Zebrold Private Limited

Date: November 5, 2026

Indu Reddy Morthala

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