KinetiQ Physiotherapy

Privacy Policy

KinetiQ Ventures Pvt Ltd

Last Updated: Nov 3, 2026

At KinetiQ Ventures Private Limited ("KinetiQ", "we", "us" or "our"), we respect your privacy and are committed to protecting your personal information, including the health information you share with us as a patient.

This Privacy Policy explains how we collect, use, store, share and protect your information when you visit our website, book an appointment, undergo a physiotherapy assessment or treatment, take part in a rehabilitation or exercise programme, use tele-physiotherapy or home-visit services, or otherwise interact with us.

By using our website or services, or by providing your personal information, you acknowledge the practices described in this Privacy Policy. Where consent is required by applicable law, including for the processing of health information, we will request it separately.



KinetiQ Physiotherapy

1. Information We Collect

We may collect the following personal information when you interact with our website or services:

- **Personal Details:** Your name, age or date of birth, gender, email address, phone number, address and emergency contact details.
- **Appointment Information:** Your preferred clinic, therapist, appointment dates and times, treatment packages, home-visit or tele-consultation requests and booking enquiries.
- **Health and Clinical Information:** Your medical history, presenting complaint, pain levels, injuries, surgeries, existing conditions, medications, physical assessment findings, diagnostic reports (such as X-rays, MRI or blood reports), referral notes from doctors, treatment plans, progress notes and outcome measures.
- **Movement and Assessment Data:** Posture, gait, range-of-motion and functional assessment results, and, where you consent, photographs or videos recorded to assess movement or track your progress.
- **Insurance and Corporate Information:** Insurance provider, policy details, claim information or employer details, where you use insurance or a corporate wellness programme.
- **Payment Information:** Transaction details, payment confirmations, invoices and billing information.
- **Website Usage Information:** Technical information such as IP address, browser type, device information, pages visited and website interactions, where collected through our website technology.

We aim to collect only the information reasonably necessary to provide safe and effective physiotherapy care and to support your experience with us.

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2. How We Use Your Information

We may use your personal information to:

- Respond to enquiries and communicate with you.
- Schedule and manage clinic appointments, home visits and tele-physiotherapy sessions.
- Conduct physiotherapy assessments and arrive at a clinical impression.
- Design, deliver and adjust your treatment plan and home exercise programme.
- Monitor your progress and measure treatment outcomes.
- Coordinate your care with your referring doctor or other healthcare providers, with your consent.
- Process payments, issue invoices and support insurance or reimbursement claims.
- Send appointment reminders, exercise reminders and important service updates.
- Provide information about our services, programmes and workshops where you have consented.
- Maintain clinical records as required by professional standards and applicable law.
- Improve the quality and safety of our services, website and patient experience.
- Meet applicable legal, regulatory and administrative obligations.

We do not use personal information for purposes unrelated to those communicated to you unless permitted by applicable law or supported by appropriate consent.

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3. Health and Clinical Information

Physiotherapy requires us to understand your health, injuries and physical condition. We treat this information with particular care.

- **Consent:** We collect and use your health information with your consent, given at registration or before assessment, and as otherwise permitted by applicable law.
- **Clinical records:** Assessment findings, treatment notes and progress records are maintained by your treating physiotherapist and authorised clinical staff.
- **Restricted access:** Access to clinical information is limited to physiotherapists, clinical staff and authorised administrative personnel who need it to provide or support your care.
- **Photographs and videos:** Any images or recordings for movement analysis or progress tracking are taken only with your consent and used solely for your care. They will not be used for marketing or publicity without your separate written consent.
- **Sharing with other healthcare providers:** We share your clinical information with your doctor, surgeon or other healthcare professionals only with your consent, or where required for your safety or by law.
- **Tele-physiotherapy:** Online consultations are conducted through secure platforms. We do not record sessions without your prior consent.

Please share only information relevant to your care. Avoid sending detailed medical records through general website enquiry forms; your therapist will collect them securely during your assessment.

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4. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, remember preferences and understand how visitors interact with our pages. Depending on the technologies enabled, these may include:

- **Essential Cookies:** Necessary for basic website functionality, booking and security.
- **Analytics Cookies:** Used to understand website traffic and improve the browsing experience.
- **Functional Cookies:** Used to remember certain user preferences.
- **Marketing Cookies:** Used to measure promotional activity or deliver relevant advertising, where enabled and permitted.

We do not use health information you share with us for advertising or ad targeting. You can control or disable cookies through your browser settings. Where required by applicable law, we will request consent before using non-essential cookies. Disabling some cookies may affect website functionality.

5. Sharing Your Information

We do not sell your personal information.
We may share relevant information with trusted third parties where reasonably necessary to provide our services, including:

- Your referring doctor or other healthcare providers involved in your care, with your consent.
- Insurance companies, third-party administrators or corporate wellness partners, where you use these services and to the extent needed to process your claim or benefit.
- Clinic management, electronic health record, appointment booking and tele-consultation platforms.
- Website hosting and technical service providers.
- Payment processing providers.
- Email, SMS and messaging service providers.
- Professional advisers, regulators or authorities where disclosure is required by law.

Where third parties process personal information on our behalf, we aim to ensure appropriate confidentiality, security and data protection arrangements are in place.
We may also disclose information when legally required, in a medical emergency to protect your vital interests, or when reasonably necessary to protect our rights, patients or services.

6. Payments and Transactions

If online payments are available through our website or booking platforms, transactions may be handled by third-party payment service providers. We do not store your full card or bank account details.
Their handling of payment information is governed by their own privacy policies and security practices. We encourage you to review the relevant payment provider's policies before completing a transaction.

7. Data Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, alteration, disclosure, loss or misuse. These measures may include role-based access to clinical records, password-protected and access-controlled systems, secure storage of physical files, confidentiality obligations for all staff and therapists, and appropriate website security protections.

However, no method of transmitting or storing information electronically is completely secure. While we take reasonable precautions, absolute security cannot be guaranteed. If a personal data breach occurs, we will take steps to contain it and notify affected individuals and authorities where required by law.

8. Data Retention

We retain personal information only for as long as reasonably necessary to fulfil the purposes described in this Privacy Policy or to comply with applicable legal, clinical, accounting and regulatory requirements.

Clinical records may be retained for a longer period than other information, in line with professional guidelines and legal requirements, so that your treatment history remains available for continuity of care and to address any clinical or legal queries.

When personal information is no longer required, we take reasonable steps to securely delete, anonymise or otherwise dispose of it, subject to applicable legal requirements.

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9. Your Privacy Rights

Subject to applicable law, you may have the right to:

- Request information about how your personal data is processed.
- Request access to, or a copy of, your clinical records.
- Request correction or updating of inaccurate or incomplete personal information.
- Request erasure of personal information, except where we must retain it under clinical or legal requirements.
- Withdraw consent for processing activities that rely on your consent.
- Nominate another person to exercise your rights in the event of your death or incapacity, where permitted by law.
- Opt out of promotional communications.
- Raise a complaint or grievance concerning the handling of your personal information.
- Exercise other rights available under applicable Indian data protection laws, including the Information Technology Act, 2000 and its rules, and the Digital Personal Data Protection Act, 2023 and its rules, as applicable.

To exercise your rights, please contact us using the details below. We may need to verify your identity before acting on a request. We will review and respond in accordance with applicable legal requirements.
Withdrawal of consent will not affect processing that was lawful before withdrawal or processing otherwise permitted or required by law. Withdrawing consent to the use of health information may limit our ability to provide safe treatment.

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10. Marketing Communications

If you subscribe to our updates or provide the required consent, we may contact you about new services, rehabilitation programmes, workshops, health camps and other activities at KinetiQ.
You may withdraw your consent to promotional communications at any time by following the unsubscribe instructions where available or contacting us directly. Service communications about appointments, payments, exercise programmes or important updates may still be sent where necessary.

11. Third-Party Websites and Services

Our website may contain links to external websites, social media platforms, booking services, exercise apps or other third-party resources. These operate independently and have their own privacy policies.
We are not responsible for the privacy practices or content of third-party websites. We recommend reviewing their policies before sharing personal information.

12. Children's Privacy

We provide physiotherapy to children only with the involvement of a parent or legal guardian.
Where we process personal or health information belonging to a child (a person under 18 years of age), we will obtain verifiable consent from the parent or legal guardian as required by applicable law. A parent or guardian is expected to be present or available during assessment and treatment sessions.
We do not use children's information for targeted advertising or behavioural monitoring. If you believe a child has submitted personal information without the required consent, please contact us so we can review the matter.

13. International Data Processing

Some third-party technology, hosting, health record or communication providers may process or store information outside India.
Where international processing occurs, we will take reasonable steps to ensure appropriate protections and comply with applicable restrictions under Indian data protection law.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, website functionality, data handling practices or legal obligations. Any updated version will be published on this page with a revised "Last Updated" date. Where legally required, we will provide additional notice or request renewed consent for material changes. We encourage you to review this page periodically.

15. Contact Us and Grievance Officer

For questions, concerns or requests relating to this Privacy Policy or the handling of your personal information, please contact:

KinetiQ Ventures Pvt Ltd

Registered Office: KinetiQ Physiotherapy Floor 2A, F11 16/17, Golf Course Rd, DLF Phase 1, Sector 27, Gurugram, Haryana 122009
Website: Best Physiotherapy Clinic in Gurgaon | KinetiQ Physiotherapy
Phone: +91 9319606763
Email: info@kinetiQphysiotherapy.com
Clinic Location(s):

- Golf Course Road- KinetiQ Physiotherapy Floor 2A, F11 16/17, Golf Course Rd, DLF Phase 1, Sector 27, Gurugram, Haryana 122009
- Golf Course Extension Road - AIPL Joy Central Mall, Sector 65, Gurugram, Haryana 122101

Grievance Officer: Ridhima Bahuguna, Founder, info@kinetiQphysiotherapy.com, +91 9319606763

For privacy-related grievances, please write to our Grievance Officer and clearly identify your request as a privacy or personal data concern. We will acknowledge and address your concern within the timelines required by applicable law. If you are not satisfied with our response, you may approach the relevant authority under applicable Indian law.