

Terms of Service

Please read these terms carefully before using Pranavita AI.

Effective: May 18, 2026 · Version 1.0 · Jurisdiction: Republic of India

These Terms constitute a legally binding agreement between you (User, you) and Pranavita AI governing your use of the mobile application, website, and all associated services.

1. Acceptance & Eligibility

By creating an account or using the Platform, you represent and warrant that:

- You are at least 18 years of age, or using the Platform with the explicit consent and supervision of a parent or legal guardian.
- You have the legal capacity to enter into binding agreements under Indian law.
- All information you provide is accurate, complete, and current.
- You are accessing the Platform from within the Republic of India, unless otherwise agreed in writing.

2. Nature of Services

Pranavita AI provides the following services:

- AI Health Assistant: conversational AI providing health information based on your uploaded data
- Lab Report Analysis: automated OCR and AI-assisted interpretation of diagnostic reports
- HealthScore: an algorithmically generated wellness indicator reflecting your health trends
- Lab Marketplace: discovery and booking of NABL/NABH-accredited diagnostic labs
- Telemedicine: connection with licensed doctors for remote consultations
- Health Memory: storage and recall of your health data including records, wearable data, and habits
- ABDM Integration: linkage with Ayushman Bharat Health Account and PHR ecosystem

Pranavita operates as a technology intermediary under Section 79 of the IT Act, 2000. We are not a diagnostic laboratory or licensed medical practice.

3. Medical Disclaimer

IMPORTANT MEDICAL DISCLAIMER: Pranavita AI is NOT a medical device, hospital, clinic, or licensed healthcare provider. All content, AI responses, HealthScores, report interpretations, habit suggestions, and health insights are for INFORMATIONAL AND EDUCATIONAL PURPOSES ONLY. They do NOT constitute, replace, or supplement professional medical advice, diagnosis, or treatment. Always seek the advice of a qualified physician with any questions regarding a medical condition. In a medical emergency, call 112 immediately.

4. AI Limitations & Hallucinations

You acknowledge and accept the following AI limitations:

- **AI Hallucinations: AI systems may generate incorrect, incomplete, or misleading information. All AI outputs should be verified with a healthcare professional before acting upon them.**
- Data Dependencies: accuracy of AI analysis depends on the quality and completeness of data you provide.
- Temporal Limitations: our AI models have knowledge cutoffs and may not reflect the most current medical research.
- Not a Substitute for Clinical Judgement: AI cannot perform a physical examination or apply clinical judgement.
- No Emergency Response: the Platform is not designed for medical emergencies and cannot call for help on your behalf.

Pranavita shall not be liable for any harm arising from a user relying on AI-generated health information without independent professional medical verification.

5. User Accounts

You are responsible for: maintaining the confidentiality of your account credentials; all activities that occur under your account; notifying us immediately of any unauthorised access at support@pranavitahealthtech.com; and keeping your profile information accurate and up to date.

6. User Obligations & Prohibited Conduct

You agree NOT to:

- Upload fraudulent, forged, or another person's medical records without their explicit consent
- Use the Platform to obtain prescriptions without an actual medical consultation
- Attempt to reverse-engineer, scrape, or extract data from the Platform
- Use the Platform for commercial purposes without a written partnership agreement
- Upload content that is abusive, defamatory, obscene, or violates any applicable law
- Attempt to impersonate a doctor, healthcare professional, or Pranavita representative
- Attempt to circumvent our security measures or access data belonging to other users

7. Lab Partner Services

Pranavita facilitates connections between users and third-party diagnostic laboratories. You understand that:

- Lab test results are generated exclusively by the relevant diagnostic laboratory and are their sole responsibility.
- Pranavita does not verify, endorse, or guarantee the accuracy of any test result issued by a lab partner.
- In the event of a disputed or incorrect test result, the user's recourse lies with the respective laboratory.
- Pranavita will facilitate dispute resolution and communication with the lab but is not liable for diagnostic errors caused by the lab.

All lab partners on the Pranavita platform are required to hold NABL/NABH accreditation at the time of onboarding.

8. Telemedicine Services

Doctors on the Platform are independent professionals, not Pranavita employees. You understand that:

- In accordance with NMC Telemedicine Practice Guidelines, 2020, certain medications (Schedule H1, X drugs) cannot be prescribed during a first telemedicine consultation.
- Telemedicine is not suitable for medical emergencies. In an emergency, seek in-person care immediately.
- Prescriptions issued through telemedicine are the treating doctor's professional and legal responsibility.
- Drug adherence reminders provided by the Platform's AI are scheduling tools only and do not constitute dosage advice or medical instructions.

9. Health Memory & Data Accuracy

Health memory is populated by data you upload, sync from wearables, or grant labs permission to transmit. The system does not independently verify clinical accuracy. Timeline syncing may experience delays due to third-party API limitations. Pranavita is not liable for decisions made based on incomplete or delayed data.

10. Payments & Refunds

Scenario	Refund Outcome	Timeline
Lab test cancelled before sample collection	Full refund	5–7 business days
Sample collection failure by lab (not user)	Full refund	5–7 business days
Doctor consultation not initiated (technical failure)	Full refund	5–7 business days
User no-show for confirmed consultation	No refund	N/A
Subscription — within 24 hours of purchase, no AI services used	Full refund	5–7 business days
Subscription — after 24 hours	No refund (pro-rata credit may be offered)	N/A

11. Intellectual Property

All intellectual property on the Platform — including the Pranavita brand, HealthScore algorithm, AI models, UI design, and software code — is owned by Pranavita AI or its licensors and is protected under the Copyright Act, 1957.

You retain ownership of health data you upload. By uploading data, you grant Pranavita a limited licence to process and display that data for the purpose of providing the Platform's services.

12. Limitation of Liability

To the maximum extent permitted by applicable Indian law:

- Pranavita's total aggregate liability to you shall not exceed the amount paid by you to Pranavita in the 3 months preceding the claim.
- Pranavita shall not be liable for: (a) indirect, incidental, or punitive damages; (b) loss of health outcome based on AI outputs; (c) third-party lab diagnostic errors; (d) medical decisions made by independent doctors on the Platform.

Nothing in these Terms limits Pranavita's liability for death or personal injury caused by our direct negligence, or any liability that cannot be excluded under applicable Indian law.

13. Indemnification

You agree to indemnify and hold harmless Pranavita AI from any claims, liabilities, damages, costs, and expenses arising from your violation of these Terms, your use of the Platform in an unauthorised manner, or your provision of false, fraudulent, or harmful data through the Platform.

14. Governing Law & Dispute Resolution

These Terms are governed by the laws of the Republic of India. Dispute resolution process:

1. Step 1 — Internal Grievance: Contact our Grievance Officer at subham@pranavitahealthtech.com. We will endeavour to resolve within 30 days.
2. Step 2 — Mediation: If unresolved, disputes may be referred to a mutually agreed mediator under the Mediation Act, 2023.
3. Step 3 — Arbitration: Unresolved disputes shall be settled by binding arbitration under the Arbitration and Conciliation Act, 1996, with a sole arbitrator.
4. Step 4 — Courts: Courts at the registered office location shall have exclusive jurisdiction.

Nothing in this section prevents you from approaching consumer forums under the Consumer Protection Act, 2019.

15. Termination

Pranavita may suspend or terminate your account if you violate any provision of these Terms, we are required to do so by law, or we discontinue the Platform. You may terminate your account at any time through Settings → Delete Account.

16. Modifications to Terms

We will provide at least 15 days' notice of material changes via in-app notification and/or email. Continued use of the Platform after the effective date of changes constitutes acceptance of the new Terms.

Contact & Grievance

Grievance Officer	Subham Pratik Mahanand
Designation	Grievance Officer – Founding Team
Phone	+91-9337039267
Email	subham@pranavitahealthtech.com
Legal Email	legal@pranavitahealthtech.com
Website	https://pranavitahealthtech.com

For data protection concerns, regulatory queries, or to exercise your rights, contact the Grievance Officer above. Response guaranteed within 48 hours.