

# Beet.Health

## Privacy Policy

Effective Date: **1 May 2025**

Applies to: Beet.Health Client App (iOS & Android)

**Plain-language summary:** Beet.Health helps you track your nutrition, connect with your nutritionist, and manage your health journey. To do this, we collect health, dietary, and payment data. We do not sell your data. We do not show you ads. You can delete your account and all your data at any time.

### 1. Who We Are

Beet.Health is operated by **FORTYATSIXTY HEALTH TECH PRIVATE LIMITED**, a company incorporated under the laws of India ("*Beet.Health*", "*we*", "*us*", or "*our*"). Our registered office is at **5th Floor, Plot No. 7, Gayatri Enclave, Gandipet Main Rd, Narsingi, Rajendranagar, K.V. Rangareddy - 500075, Telangana, India.**

This Privacy Policy applies exclusively to the **Beet.Health Client App** (available on iOS and Android), used by individuals to manage their nutrition and wellness with the support of a nutritionist.

For privacy questions or to exercise your rights, contact us at: [help@beet.health](mailto:help@beet.health)

### 2. Information We Collect

#### 2.1 Account & Identity Information

- **Registration data:** your full name, email address, phone number, and password when you create an account
- **Profile data:** date of birth, gender, and profile photo if you choose to add one

#### 2.2 Health & Dietary Data

**This is sensitive personal data.** We collect it only with your explicit consent and use it solely to provide your personalised nutrition service.

- **Dietary logs:** meals, food items, calorie intake, macronutrient breakdown, and eating patterns you record
- **Health metrics:** body weight, height, body measurements, BMI, and health goals you enter
- **Medical context:** dietary restrictions, food allergies, and any health conditions you choose to share
- **Progress data:** weight logs and goal tracking over time
- **Nutritionist inputs:** meal plans, recommendations, and consultation notes entered by your assigned nutritionist

## 2.3 Biometric & Photo Data

If you choose to upload progress photos or body composition images, these are stored securely and accessible only to you and your assigned nutritionist. We do not use your photos for facial recognition or any automated analysis.

## 2.4 Payment & Billing Information

Payments in the Beet.Health app are processed entirely by **Apple In-App Purchase (iOS)** and **Google Play Billing (Android)**. We do **not** receive, store, or have access to your payment card number, bank account details, or CVV.

We receive only:

- confirmation that a payment was successful or failed
- your subscription tier and renewal dates
- a transaction reference ID for support purposes

For payment data privacy, refer to **Apple's Privacy Policy** ([apple.com/legal/privacy](https://apple.com/legal/privacy)) and **Google's Privacy Policy** ([policies.google.com/privacy](https://policies.google.com/privacy)).

## 2.5 Device & Usage Data

- **Device information:** device type, operating system version, app version, and device language
- **Usage patterns:** features used, screens visited, and session duration — used to improve the app experience
- **Crash and performance data:** error logs and crash reports via Firebase Crashlytics to fix bugs and maintain stability
- **Push notification tokens:** device tokens used by Firebase Cloud Messaging (FCM) to deliver appointment reminders and nutritionist messages

## 2.6 What We Do Not Collect

- Precise GPS or real-time location
- Contacts, call logs, or microphone data
- Browsing history outside the app
- Facial recognition or biometric identifiers
- Any data from children under 18 (see Section 9)

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## 3. How We Use Your Information

Purpose	How your data is used
<b>Deliver the service</b>	Connect you with your nutritionist, display your meal plans, track your dietary progress, and enable in-app chat
<b>Personalisation</b>	Tailor nutritional recommendations, calorie targets, and meal suggestions to your specific health goals and dietary data
<b>Push notifications</b>	Send appointment reminders, new meal plan alerts, and messages from your nutritionist via Firebase FCM. You can turn these off in your device Settings at any time.
<b>Payments &amp; subscriptions</b>	Verify your active subscription status and provide support for billing queries using the transaction reference from Apple / Google
<b>App improvement</b>	Analyse anonymised usage patterns and crash logs to fix bugs and build better features

Purpose	How your data is used
Security	Detect, prevent, and respond to fraud, unauthorised access, or abuse of the Platform
Legal compliance	Meet obligations under the DPDP Act 2023, IT Act 2000, and other applicable laws

**We do not use your health data for advertising, profiling for commercial sale, or any purpose beyond providing you with the Beet.Health service.**

## 4. Legal Basis for Processing

### 4.1 India — DPDP Act, 2023

Under the **Digital Personal Data Protection Act, 2023**, we process your data on the following bases:

- **Consent:** you give explicit consent at registration and before entering health data. You may withdraw consent at any time by deleting your account.
- **Contractual necessity:** processing is required to deliver the nutrition service you have subscribed to
- **Legitimate interest:** for platform security and anonymous product analytics, where your rights are not overridden
- **Legal obligation:** where required by Indian law, including court orders or regulatory directions

### 4.2 International Users — GDPR (EEA & UK)

For users in the European Economic Area or United Kingdom, we additionally rely on:

- **Article 6(1)(a) — Consent:** for processing personal data
- **Article 9(2)(a) — Explicit consent:** specifically for health data and biometric data, which are special category data under GDPR
- **Article 6(1)(b) — Contract:** for processing necessary to deliver the service

EEA/UK users have additional rights under GDPR, including the right to data portability and the right to lodge a complaint with your local supervisory authority.

## 5. How We Share Your Information

**We do not sell your data.** We share it only in these circumstances:

### 5.1 With Your Nutritionist

Your health data, dietary logs, progress photos, body measurements, and appointment history are shared with your assigned nutritionist through the Platform. This is the core function of the service and requires your consent at onboarding.

### 5.2 With Essential Service Providers

We use trusted third-party providers who act as data processors under our instructions only:

- **Cloud hosting & database:** Cloud hosting & database: Google Cloud Platform, servers located in Mumbai, India. Your data is stored in encrypted form.

- **Firebase — Google:** powers push notifications (FCM) and crash reporting (Crashlytics). Firebase processes your device token and anonymised crash data. See Google's Privacy Policy at [policies.google.com/privacy](https://policies.google.com/privacy).
- **Email delivery:** for transactional emails such as account verification and password reset
- **Apple & Google:** process payments and subscription management on our behalf. Beet.Health does not access your card details.

All service providers are contractually bound to process your data only as directed by Beet.Health and to maintain appropriate security standards.

### 5.3 Legal Disclosures

We may disclose your data if required by law, court order, or a government authority in India or another applicable jurisdiction, or to protect the rights, safety, or property of Beet.Health, our users, or others.

### 5.4 Business Transfers

In the event of a merger, acquisition, or sale of assets, your data may be transferred to a successor entity. We will give you at least 14 days' notice before such a transfer and your rights under this policy will continue to apply.

### 5.5 International Data Transfers

If your data is transferred outside India (e.g., to cloud servers in another country), we ensure such transfers comply with the DPDP Act and, for EEA users, GDPR. We use contractual safeguards including Standard Contractual Clauses where required.

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## 6. Data Retention

- **Account & profile data:** retained while your account is active. Deleted within 30 days of an account deletion request.
- **Health, dietary & biometric data:** retained for the duration of your active use, plus up to 12 months for continuity of care. Deleted within 30 days of an account deletion request.
- **Progress photos:** retained only while your account is active. Deleted immediately upon account deletion.
- **Payment transaction references:** retained for 7 years as required by Indian financial regulations (GST and accounting law). No card data is held by us.
- **Crash logs (Firebase Crashlytics):** retained for 90 days, after which they are automatically deleted by Firebase.
- **Anonymised & aggregated data:** may be retained indefinitely for research and product improvement. This data cannot identify any individual.

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## 7. Your Rights

### 7.1 Rights Under DPDP Act, 2023 (All Indian Users)

- **Right to access:** request a summary of personal data we hold about you
- **Right to correction:** request that inaccurate or incomplete data be corrected
- **Right to erasure:** request deletion of your account and all personal data. We will process this within 30 days.

- **Right to withdraw consent:** withdraw consent to data processing at any time. This does not affect prior lawful processing.
- **Right to grievance redressal:** raise a complaint with our Grievance Officer. You may also approach the Data Protection Board of India once established.
- **Right to nominate:** nominate a person to exercise your data rights on your behalf in the event of your death or incapacity

## 7.2 Additional Rights for EEA / UK Users (GDPR)

- **Right to data portability:** receive your data in a structured, machine-readable format
- **Right to restrict processing:** request that we limit how we use your data in certain circumstances
- **Right to object:** object to processing based on legitimate interest
- **Right to lodge a complaint:** with your local data protection supervisory authority

## 7.3 How to Exercise Your Rights

Email [help@beet.health](mailto:help@beet.health) with the subject line "**Privacy Request**". We will respond within **30 days**. You can also delete your account directly in the app: **Settings > Account > Delete Account**. This permanently deletes your profile and all associated health data within 30 days.

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## 8. Data Security

- **Encryption in transit:** all data between your device and our servers is encrypted using TLS 1.2 or higher
- **Encryption at rest:** health data, biometric data, and account information stored in our databases are encrypted at rest
- **Access controls:** only authorised personnel can access personal data, limited to what is necessary for their role
- **Secure authentication:** sessions use secure, short-lived tokens. We recommend using a strong, unique password.
- **Crash monitoring:** Firebase Crashlytics monitors app stability without collecting identifiable health data

No system is 100% secure. If you believe your account has been compromised, contact us immediately at [help@beet.health](mailto:help@beet.health).

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## 9. Children's Privacy

The Beet.Health Client App is intended for users aged **18 years and above**. We do not knowingly collect personal data from anyone under 18.

If you are a parent or guardian and believe your child has registered without consent, contact us at [help@beet.health](mailto:help@beet.health) and we will delete the account promptly.

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## 10. Third-Party Services

The app integrates the following third-party services. Each has its own privacy policy:

Service	Purpose	Privacy Policy
Firestore (Google)	Push notifications, crash reporting	<a href="https://policies.google.com/privacy">policies.google.com/privacy</a>
Apple In-App Purchase	Payment processing (iOS)	<a href="https://apple.com/legal/privacy">apple.com/legal/privacy</a>
Google Play Billing	Payment processing (Android)	<a href="https://policies.google.com/privacy">policies.google.com/privacy</a>

## 11. Cookies & Tracking Technologies

The Beet.Health Client App does not use advertising cookies or third-party tracking pixels.

- **Firestore Analytics:** we use anonymised, aggregated app usage analytics via Firestore. No personally identifiable information is used for analytics.
- **Session tokens:** we use secure session tokens stored locally on your device to keep you logged in. These are not advertising cookies.
- **Third-Party Integrations (e.g., Fitbit):** When you choose to connect a third-party health service, the app opens a secure web portal hosted by that provider (such as Fitbit/Google) to authorize the data sync. That provider may place essential session cookies or tracking technologies on their own domain to manage your login and consent. Beet.Health does not control, store, or have access to these third-party cookies or your login credentials.
- **Fonts and Asset Delivery:** We use Google Fonts ([fonts.gstatic.com](https://fonts.gstatic.com)) to deliver consistent typefaces within our web interfaces. While this service does not use tracking cookies, loading fonts requires your device to share its IP address with Google to request the asset.

## 12. Grievance Officer

In accordance with the **Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021** and the DPDP Act, 2023, we have appointed a Grievance Officer:

### Grievance Officer

Name: Shivanshi Shukla

Designation: Vice President & Business Owner, Beet.Health

**Email:** [help@beet.health](mailto:help@beet.health)

Address: 5th Floor, Plot No. 7, Gayatri Enclave, Gandipet Main Rd, Narsingi, Rajendranagar, K.V. Rangareddy - 500075, Telangana, India

Response time: Acknowledgement within 48 hours. Resolution within 30 days.

## 13. Changes to This Policy

We may update this policy from time to time. For material changes, we will:

- notify you via an in-app banner or push notification at least 7 days before changes take effect
- update the Effective Date at the top of this document
- publish the updated policy at [Beet.Health/privacy](https://Beet.Health/privacy)

Continued use of the app after the effective date of changes means you accept the updated policy. If you disagree, you may delete your account before the effective date.

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## 14. Contact Us

### **Beet.Health**

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