



Privacy Policy

MedEdify - Simplifying Medical Education

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Privacy contact: services@mededify.in

This Privacy Policy explains how MedEdify collects, uses, stores, shares, and protects personal information when you access our website, register or log in, use practice tests, practice series, mock tests, previous year paper tests, dashboards, subscriptions, payment features, query support, admin tools, and related services.

1. About MedEdify

MedEdify is an online learning and assessment platform for medical entrance and medical curriculum preparation. In this policy, 'MedEdify', 'we', 'us', and 'our' refer to the MedEdify website and services.

The website is operated for students, parents or guardians where applicable, administrators, and visitors who use or interact with MedEdify.

2. Personal Information We Collect

We collect personal information only where it is reasonably required for account creation, authentication, learning activity, subscriptions, payments, support, security, and legal compliance.

Category	Information collected
Account and profile	Name, surname, email address, mobile number, profile photo, target exam, current grade, target exam year, and account status.
Verification and login	Google sign-in information shared by Google, OTP verification status, login method, session identifiers, active session details, and logout/inactivity events.
Learning and tests	Selected filters, test type, questions served, answers selected, correct and wrong responses, unattempted questions, scores, test history, review activity, subject, topic, difficulty, and performance dashboard data.

Category	Information collected
Subscriptions and payments	Selected offering, subscription plan, amount, discount or free period where applicable, payment status, Razorpay or payment gateway references, receipt/invoice details, and subscription start and end dates.
Support and queries	Query ID, subject, query text, responses, status, screenshots, attachments, timestamps, and admin/user conversation history.
Device and security	IP address, browser, operating system, device/session identifier, active session count, approximate activity time, and secure-test-mode events where enabled.
Browser storage	Cookies, local storage, and similar technologies used for login sessions, preferences, test state, caching control, font/theme choices, and usability.

3. How and Why We Use Personal Information

We use personal information for lawful and legitimate purposes connected with providing and improving MedEdify. These purposes include:

- creating, verifying, authenticating, and managing user accounts;
- delivering NEET UG, MBBS Curriculum, practice test, practice series, mock test, and previous year paper test experiences;
- calculating results, showing explanations, maintaining test history, and generating student performance dashboards;
- configuring and enforcing subscriptions, plan access, receipts, invoices, refunds, and payment confirmations;
- sending OTPs, WhatsApp messages, email notices, support updates, product/service messages, and security alerts;
- supporting user queries and enabling administrators to respond to those queries;
- detecting misuse, securing tests, limiting sessions, preventing unauthorised access, and protecting platform integrity;
- improving the website, APIs, dashboards, question filters, performance, and student learning experience;
- complying with accounting, tax, legal, regulatory, and dispute-resolution requirements.

4. Consent, Account Verification, and Communications

By using MedEdify, registering an account, starting a test, making a payment, uploading a query attachment, or selecting a communication channel, you consent to the collection and use of personal information as described in this policy.

MedEdify supports Google sign-in and OTP-based verification. When you use Google sign-in, Google may share your name, email address, and profile picture depending on your Google settings and consent. Verified information may be locked in your profile to protect account integrity.

OTP messages may be sent through WhatsApp, email, SMS, or other approved communication providers. Gmail users may be guided to use Google sign-in. Non-Gmail email addresses and mobile numbers may use OTP verification where enabled.

You should never share OTPs, passwords, payment credentials, or account access with any other person.

5. Payments, Invoices, and Subscriptions

Payments may be processed by Razorpay or another approved payment gateway. MedEdify does not store full card numbers, CVV, UPI PIN, net-banking password, or other sensitive payment credentials.

We may store payment amount, payment status, gateway transaction reference, invoice or receipt number, billing details required for invoicing, selected plan, subscription dates, discounts, free trial status, and plan access rules.

Where MedEdify freezes subscription benefits at the time of purchase, later changes made in the admin panel will not affect the benefits of an already active subscription unless required by law, payment rules, or a specific notice to the user.

6. Test Integrity and Secure Test Mode

During free practice tests, logged-in practice tests, practice series, mock tests, and previous year paper tests, MedEdify may apply secure test mode. This may disable right-click, text selection, copy, paste, print, certain keyboard shortcuts, and other actions that may compromise test integrity.

If the browser loses focus or a prohibited activity is detected, test content may be hidden or interrupted. Where enabled, MedEdify may record integrity events such as tab switching, window switching, repeated violations, or suspicious key attempts.

Browser-based protections reduce misuse but cannot fully prevent screenshots, screen recording, external cameras, or all forms of unauthorised capture.

7. Sharing of Personal Information

We do not sell personal information. We share information only as needed to operate MedEdify, provide requested services, secure the platform, comply with law, or protect legitimate interests.

Recipient	Purpose
Cloud hosting and infrastructure providers	Hosting the website, backend APIs, database, media files, logs, backups, and security infrastructure.
Payment gateway providers	Processing payments, refunds, receipts, invoices, subscription confirmations, and payment-fraud checks.
Google	Google sign-in, authentication, and account verification where selected by the user.
WhatsApp, SMS, and email providers	Sending OTPs, registration messages, account notices, service messages, and support communications.
Analytics, monitoring, and security tools	Understanding usage patterns, measuring performance, detecting errors, protecting systems, and improving reliability.
Legal, tax, or regulatory authorities	Responding to lawful requests, enforcing terms, resolving disputes, or protecting MedEdify, users, and systems.

8. Cookies, Local Storage, and Similar Technologies

MedEdify uses cookies, local storage, and similar technologies to keep users logged in, maintain preferences, support active or paused tests, remember interface choices, improve performance, and prevent stale website versions from affecting user experience.

Certain browser-provided features, such as saved Google account suggestions or autofill values, may be controlled by Google or your browser and may remain visible after a MedEdify logout. You can manage these through your browser or Google account settings.

9. Data Retention and Archiving

We retain personal information for as long as necessary to provide services, maintain test history, support subscriptions, meet legal and accounting obligations, resolve disputes, prevent misuse, and improve MedEdify.

If a user account is deactivated, previous account data and test history may be archived. A new registration using the same email address or mobile number may be treated as a fresh registration where configured by MedEdify.

Support attachments and screenshots should contain only information needed for the query. Users should not upload medical records, government identification, passwords, financial credentials, or unrelated third-party personal information unless specifically required.

10. User Rights and Requests

Subject to applicable law, you may request access to your personal information, correction of inaccurate information, deletion or erasure of information, withdrawal of consent, restriction of processing, or grievance redressal.

Some information may be retained where required for legal, accounting, security, payment, fraud-prevention, or dispute-resolution purposes.

To exercise privacy rights or raise a grievance, contact **services@mededify.in**. We may verify your identity before processing a request.

11. Students and Minors

MedEdify is intended for students preparing for medical entrance exams and medical curriculum learning. If a user is below the age required to provide valid consent independently, the user should use MedEdify with consent and involvement of a parent or legal guardian.

Parents or guardians may contact MedEdify at **services@mededify.in** for privacy-related questions about a student's account.

12. Security Measures

MedEdify uses reasonable technical and organisational safeguards, including authenticated APIs, role-based admin access, session limits, inactivity timeouts, secure payment redirection, controlled admin tools, server-side validation, and monitoring.

No internet service is completely secure. Users are responsible for keeping their devices secure, protecting OTPs and credentials, using trusted networks, and logging out from shared devices.

13. Changes to This Privacy Policy

We may update this Privacy Policy when MedEdify features, service providers, laws, security practices, or operating processes change. The effective date will show the latest version.

For material changes, we may notify users through the website, dashboard, email, WhatsApp, or another appropriate channel.

14. Contact and Grievance Redressal

For privacy questions, account requests, grievance redressal, or concerns about how MedEdify handles personal information, contact:

MedEdify

Email: **services@mededify.in**

Website: **<https://www.mededify.in>**