

TRUE Partner Program – Terms & Conditions

The TRUE Partner Program (“Program”) is designed to facilitate the referral of patients to TRUE Hospitals by authorized individuals (“Partners”) in a transparent, ethical, and patient-first manner. By participating in this Program, all Partners and users agree to the following terms and declarations:

1. Eligibility

- Only individuals aged 18 years and above may participate.
- Participants must provide accurate identity and contact details including PAN and Aadhaar.

2. Registration & Approval

- Self-registration is available
- Final approval and activation of your partner account is subject to Admin verification.
- TRUE Hospitals reserves the right to reject any application without providing a reason.

3. Lead Submission & Ownership

- Leads must be genuine patients referred for medical consultation or treatment.
- Partners may upload leads individually or in bulk (using prescribed formats).
- Submitted leads become the property of TRUE Hospitals for follow-up and processing.

4. Profile Completion

- Partners must complete their full profile (PAN, Aadhaar, mobile, email) within 15 days of registration.
- Failure to do so may result in temporary suspension of lead uploads.

5. Data Confidentiality

- All personal and lead data shared is treated with confidentiality.
- Data will be accessed only by authorized hospital staff.
- Any misuse of patient or system data will result in immediate termination and legal action.

6. Code of Conduct

- Partners must not misrepresent services, make false claims, or pressure patients.
- Ethical behavior and respect for patient privacy is mandatory.
- Any violation may result in blacklisting from the program.

7. Termination

- TRUE Hospitals reserves the right to suspend or terminate any partner account at its sole discretion for:
 - Fraudulent lead activity
 - Misuse of the platform
 - Violation of terms
 - Non-cooperation

8. Limitation of Liability

- TRUE Hospitals shall not be held liable for any indirect, incidental, or consequential damages resulting from your participation in this program.

9. Governing Law

- These terms are governed by and interpreted in accordance with the laws of India.
- Any disputes shall be subject to the exclusive jurisdiction of courts in Delhi, India.

10. Patient Consent

All patient information submitted through this platform, including name, contact details, medical history (if any), and remarks, must be collected and shared **with the explicit and informed consent of the patient or their guardian**. TRUE Hospitals reserves the right to audit lead data for compliance at any time.

11. No Medical Commission or Kickbacks

This Program does **not constitute or promote any form of commission, kickback, or inducement** for specific treatments, admissions, or medical procedures. Points awarded to Partners are based solely on referral milestones and do not guarantee or imply financial benefits tied to patient outcomes.

12. Transparency & Ethics

TRUE Hospitals is committed to maintaining the highest standards of medical ethics and professionalism. This Program must not be used to influence patients' medical decisions or misguide them in any form. Misuse of the platform for unethical gain, manipulation of patient information, or coercive behavior will result in immediate termination and legal action if necessary.

13. Data Privacy Compliance

All personal and medical data collected through this Program is handled in accordance with the **Digital Personal Data Protection Act (DPDP), 2023** and other applicable laws of India. TRUE Hospitals uses industry-standard security measures to safeguard all information.

14. Program Eligibility & Approval

Participation in the Program does not guarantee approval or continued access. TRUE Hospitals reserves the right to approve, reject, or revoke Partner access at any time, based on compliance reviews or administrative discretion.

Note

This Legal Disclaimer is subject to periodic revision. Continued use of the platform implies acceptance of the latest terms.

By registering for and using the TRUE Partner Program, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.