



SHAYBAH

ELDERLY SERVICES PRIVATE LIMITED

Privacy Policy

1. Introduction and Scope

Shaybah Elderly Services Private Limited, bearing Corporate Identification Number U86201MH2025PTC459379 and having its registered office at 403, H Wing, Azziano, Rustomjee Urbania, Thane West – 400601, is an Indian elderly-care services company operating under the brands Shaybah, Shaybah Elderly Services and SOLACIA.

In this Privacy Policy, Shaybah Elderly Services Private Limited and its brands are collectively referred to as "Shaybah", "we", "us" or "our".

Shaybah respects the privacy, confidentiality and dignity of every individual whose information is entrusted to us. This Privacy Policy explains how we collect, use, store, disclose, transfer, protect, retain and otherwise process personal and medical information in connection with our Services and business activities.

This Policy applies to information processed through our website at shaybah.in, enquiry and registration forms, digital systems, telephone, email, SMS, WhatsApp, teleconsultations, in-person interactions, home-based Services, payment processes and other channels through which Shaybah provides, coordinates or facilitates Services. It will also apply, where relevant, to future digital platforms, centre-based Services and other lawful service models introduced by Shaybah.

Depending on the nature of their interaction with Shaybah, this Policy applies to Patients, prospective Patients, family members, Caregivers, Authorized Representatives, persons arranging or paying for care, website visitors, Healthcare Professionals, employees, applicants, consultants, vendors, Service Providers and business partners. Separate or additional privacy notices may apply to particular Services or categories of individuals where appropriate.

Where a person provides Personal Information concerning another individual, that person must have the necessary permission or lawful authority to provide such information, unless its collection or disclosure is otherwise permitted by Applicable Law. Shaybah may request reasonable verification of such authority where appropriate.

Shaybah primarily provides and facilitates Services within India. Certain technology, communication, payment, hosting and cloud-service providers may process information outside India, subject to Applicable Law and the safeguards described in this Policy.

This Policy should be read together with Shaybah's Terms of Use, Refund and Cancellation Policy, applicable Service Confirmations, consent forms and any additional notices provided for a particular Service.

Where consent is required, Shaybah will obtain it through an appropriate affirmative action or another legally acceptable method. Merely accessing the website does not constitute consent for every use of Personal Information, medical treatment or optional promotional activity.

Independent Third-Party Providers may maintain their own privacy policies and legal obligations. Where a Service Provider processes Personal Information on behalf of Shaybah, Shaybah remains responsible for discharging its applicable legal obligations concerning that processing.

2. Definitions

For the purposes of this Privacy Policy, the following expressions shall have the meanings assigned to them below.

"Applicable Law" means the laws, rules, regulations, applicable professional requirements, binding directions and other legal obligations relevant to Shaybah's processing of Personal Information in India.

"Authorized Representative" means a person whose authority to act for an individual arises from valid authorization, lawful guardianship, a court order or another arrangement recognized under Applicable Law.

"Caregiver" means a family member, informal caregiver, professional attendant or another person involved in supporting the Patient's day-to-day care.

"Healthcare Professional" means an appropriately qualified and legally authorized doctor, nurse, physiotherapist, psychologist, counsellor, dietitian or other healthcare or allied-care professional involved in providing or coordinating Services.

"Medical Information" or "Health Information" means Personal Information relating to an individual's physical or mental health, medical history, diagnoses, treatment, medication, assessments, prescriptions, reports, care plans or related healthcare Services.

"Patient" means an adult individual who seeks, receives or is registered for healthcare or elderly-care Services provided, coordinated or facilitated by Shaybah.

"Personal Information" or "Personal Data" means information relating to an identified or identifiable individual, whether maintained digitally, physically or in another form. The application of particular statutory requirements will depend on the categories of information and processing covered by the relevant legislation.

"Sensitive Personal Data or Information" means information falling within the categories of sensitive information recognized under Applicable Law, including applicable categories of health information, financial information, passwords and biometric information.

"Primary Decision Maker" or "PDM" means the person recorded by Shaybah as the principal individual for coordinating the Patient's Services, communications and administrative matters. This designation does not independently confer legal guardianship, unrestricted access to Medical Information or authority beyond that validly granted by the Patient or recognized under Applicable Law.

"Member" means a family member, relative, informal caregiver or another person recorded by Shaybah as being associated with the Patient and permitted to participate in specified aspects of care or Service coordination. Membership or family status alone does not confer clinical decision-making authority or unrestricted access to confidential information.

"Processing" means an activity involving Personal Information, including collection, recording, organization, storage, access, use, disclosure, transfer, retention, correction, anonymization or deletion.

"Services" means the healthcare, elderly-care, wellbeing, support, consultation, coordination, membership, digital and related offerings provided, arranged or facilitated by Shaybah.

"Service Provider" means a person or organization supporting Shaybah's operations or processing Personal Information on its behalf.

"Third-Party Provider" means an independent person or organization providing its own Services and processing relevant information under its own applicable contractual, privacy and legal obligations.

"User", "you" or "your" means an individual who accesses Shaybah's website, contacts Shaybah, provides information, requests or receives Services, acts on behalf of another person or otherwise interacts with Shaybah.

3. Information We Collect

Depending on the nature of the Services and the individual's relationship with Shaybah, we may collect the following categories of information.

3.1. Identity and Contact Information

This may include names, age, date of birth, gender, photographs, signatures, residential and correspondence addresses, telephone numbers, email addresses, preferred languages and other identifying or contact details reasonably necessary for the relevant purpose.

3.2. Registration and Verification Information

Shaybah may collect government-issued identification documents, relevant insurance information, ABHA details where applicable, authorization documents and other information reasonably required for registration, identity verification, billing or compliance with Applicable Law.

Aadhaar may be accepted as an identity document but will not be mandatory for ordinary Shaybah Services unless specifically required for a lawful purpose. Where appropriate, another valid government-issued identity document may be accepted.

ABHA details will be collected, linked or accessed only where voluntarily provided, appropriately authorized or otherwise permitted by Applicable Law.

3.3. Family and Care Information

Shaybah may collect information relating to Members, Caregivers, Primary Decision Makers, Authorized Representatives, emergency contacts, living arrangements and individuals authorized to participate in care coordination or receive specified information.

3.4. Medical and Health Information

Depending on the Services requested or provided, Shaybah may collect medical histories, symptoms, diagnoses, medication information, allergies, prescriptions, medical reports, discharge summaries, clinical assessments, observations, vital signs, care plans, consultation records, nursing and physiotherapy notes, psychological and nutritional information, clinically relevant photographs and other information reasonably necessary for appropriate care.

3.5. Service and Communication Information

This may include enquiries, registrations, appointments, Service Confirmations, telephone communications, emails, SMS messages, WhatsApp communications, consent records, feedback, complaints and other interactions relating to Shaybah's Services.

3.6. Payment and Transaction Information

Shaybah may collect billing information, invoices, payment amounts, transaction references, payment status, refund details and limited information received from payment providers.

Complete payment-card credentials are ordinarily processed by the relevant payment provider rather than stored directly by Shaybah. Limited banking or

UPI information may be collected where reasonably necessary to process refunds or other authorized transactions.

3.7. Website and Technical Information

Shaybah may collect IP addresses, browser and device information, access logs, cookies, analytics information and other technical information generated through interactions with its website and digital systems.

3.8. Employment and Business Information

Where relevant, Shaybah may collect professional qualifications, registration details, licences, employment or engagement records, background-verification information, payment details and other information relating to employees, applicants, consultants, Healthcare Professionals, vendors, Service Providers and business contacts.

Shaybah will limit the collection of Personal Information to information reasonably necessary or relevant for the applicable Service, identified purpose or legal obligation.

4. How We Collect Information

Shaybah may collect Personal Information directly from an individual through enquiries, registrations, consent forms, consultations, Service delivery, payments, feedback, complaints and other authorized interactions.

Information may also be received from appropriately authorized family members, Members, Caregivers, Primary Decision Makers, Authorized Representatives or emergency contacts involved in arranging or supporting the Patient's care.

Where relevant and lawfully permitted, Shaybah may receive information from external Healthcare Professionals, hospitals, laboratories, pharmacies, rehabilitation providers, insurers and other organizations involved in the individual's care or Services.

Information may also be collected through telephone, email, SMS, WhatsApp, approved video-conferencing platforms, social media, in-person interactions, website forms, cookies, analytics systems, payment gateways, customer relationship management systems, electronic medical record systems and other technologies used by Shaybah.

Shaybah may obtain information from publicly available or other lawful sources where reasonably necessary for professional-credential verification, vendor or corporate due diligence, fraud prevention, legal compliance or another specifically identified lawful purpose.

Where information is provided by another person, Shaybah may request confirmation of that person's authority to provide the information or act on behalf of the individual concerned.

5. How We Use Personal Information

Shaybah may process Personal Information where reasonably necessary to provide, arrange or coordinate requested Services, including registration, clinical assessment, consultations, care planning, home-based care, teleconsultation, monitoring, follow-up and referrals.

We may also use relevant information to communicate with Patients and appropriately authorized persons regarding appointments, care updates, reminders, emergencies, complaints, payments and other Service-related matters.

Information may be processed to maintain medical and operational records, document consent, support continuity of care, administer billing and refunds, investigate complaints, maintain Service quality and patient safety, prevent fraud, and comply with applicable legal and professional obligations.

Shaybah may use information necessary for internal clinical quality review, patient safety, authorized operational audits and Service analysis, subject to appropriate access restrictions and confidentiality safeguards.

Information used for broader educational, research, training or Service-development purposes will ordinarily be de-identified. Identifiable photographs, recordings, case materials or other sensitive information will be used for such additional purposes only with appropriate specific authorization or another lawful basis.

Shaybah may introduce technology-assisted systems, including tools supporting documentation, administrative processing, analytics and clinical workflows. Such tools will be used in accordance with Applicable Law, appropriate confidentiality safeguards and applicable consent requirements. They will not improperly replace the independent professional judgment required for clinical decisions.

Where permitted by Applicable Law, Shaybah may process relevant information to establish, exercise or defend legal claims, respond to lawful requests, protect the safety of individuals, address security incidents or fulfil other legitimate legal obligations.

Educational or promotional communications may be sent only where permitted by Applicable Law and subject to applicable consent and opt-out requirements.

Shaybah will not use Personal Information or Medical Information for a materially unrelated purpose without providing appropriate notice and obtaining consent where required, or relying on another basis expressly permitted under Applicable Law.

6. Consent and Lawful Processing

Where consent is required for processing Personal Information, Shaybah will obtain it through an appropriate written or legally valid electronic method, including a digital checkbox, electronic form, email confirmation or another clear affirmative action.

Recorded verbal consent may be used only where permitted under Applicable Law and appropriately documented, including in certain healthcare or teleconsultation circumstances.

Consent for necessary Service-related processing will be distinguished from consent for optional activities where required. Marketing communications, testimonials, identifiable photographs, recordings, research participation and other optional activities may require separate authorization appropriate to their purpose.

An individual may decline to provide requested information. However, where particular information is reasonably necessary for identity verification, clinical assessment, safe Service delivery or compliance with Applicable Law, Shaybah may be unable to register the individual or provide the affected Service without that information.

An individual may withdraw consent through the channels identified in this Policy. Withdrawal will not invalidate processing lawfully undertaken before withdrawal and may affect Shaybah's ability to continue Services that reasonably require the relevant information.

Withdrawal of consent does not automatically require deletion of information that Shaybah is legally or professionally required or otherwise lawfully permitted to retain. Where withdrawal makes continued provision of a Service impracticable, Shaybah will explain the relevant consequences where reasonably possible.

This Privacy Policy does not replace the separate informed consent required for medical assessments, treatments, procedures, teleconsultations or other healthcare activities.

Shaybah may process Personal Information without consent only where such processing is specifically permitted or required by Applicable Law, including applicable provisions relating to medical emergencies, legal obligations or other recognized lawful grounds.

7. Sharing Within Shaybah

Personal Information may be accessed by authorized Shaybah employees, Healthcare Professionals, consultants and other personnel only to the extent reasonably necessary for their assigned responsibilities.

Access to Medical Information will be restricted to personnel having a legitimate need to know for clinical care, authorized coordination, administration, patient safety, compliance or another lawful purpose.

Access will be subject to appropriate confidentiality obligations, role-based permissions where applicable and Shaybah's internal information-security and record-management procedures.

The designation of an employee or Healthcare Professional does not automatically authorize unrestricted access to every Patient's records.

8. Sharing With Third Parties

Shaybah may share relevant Personal Information with Healthcare Professionals, hospitals, laboratories, pharmacies, ambulance providers, care facilities, insurers, payment processors, technology providers, legal advisers, auditors, regulators, courts, law-enforcement agencies and other appropriate recipients where reasonably necessary for the requested Services or another lawful purpose.

Information shared will ordinarily be limited to what is reasonably necessary for the specific purpose. Medical Information will be disclosed pursuant to appropriate Patient consent or authorization, where otherwise lawfully permitted for the requested Services, or where disclosure is required or permitted under Applicable Law.

Where an independent Third-Party Provider is engaged, that provider may process relevant information under its own privacy policy, contractual arrangements and legal obligations. Shaybah will distinguish such independent processing from processing undertaken by Service Providers acting on Shaybah's behalf.

Where Service Providers process information on Shaybah's behalf, Shaybah will apply appropriate contractual, confidentiality and security safeguards consistent with the nature of the information and Applicable Law.

Shaybah remains responsible for its own applicable obligations concerning information shared with or processed by such providers.

Shaybah does not sell or rent Personal Information or Medical Information and does not authorize third parties to use information received from Shaybah for unrelated marketing without appropriate specific authorization.

9. International Processing and Transfers

Shaybah may use technology, communication, cloud, payment and professional-service providers that store or process Personal Information in India or other countries.

Where Personal Information is processed or transferred outside India, Shaybah will take appropriate measures to ensure that the relevant processing and transfer comply with Applicable Law, including any applicable restrictions, contractual requirements or safeguards.

International processing will be undertaken only for legitimate and identified purposes. Additional notice, authorization or other safeguards will be provided where required by Applicable Law.

The use of an international technology platform does not independently authorize unrelated use or disclosure of Medical Information.

10. Website, Cookies and Analytics

Shaybah may collect technical information through its website and digital Services, including IP addresses, browser and device information, access logs, cookies and analytics data.

Such information may be used to operate and maintain the website, support security, understand website usage, improve performance and facilitate the Services requested by Users.

Certain cookies or similar technologies may be necessary for the website's operation and security. Optional analytics or other non-essential technologies will be used subject to the applicable notice and consent requirements.

Where required by Applicable Law, appropriate consent will be obtained before deploying non-essential tracking technologies.

Users may manage cookie preferences through their browser settings or any consent-management controls provided by Shaybah. Disabling certain technologies may affect website functionality.

Third-party analytics and technology providers may process information in accordance with their applicable privacy terms and their contractual arrangements with Shaybah, subject to Shaybah's own legal obligations.

11. Communications and Teleconsultation

Shaybah may communicate through telephone, email, SMS, WhatsApp, approved video-conferencing platforms and other authorized communication channels for enquiries, registrations, appointments, consultations, care coordination, reminders, emergencies, complaints and related purposes.

Relevant communications, including messages, reports, prescriptions, photographs, videos and voice notes, may be retained or incorporated into the appropriate Patient or Service record where reasonably necessary.

Certain administrative, onboarding or customer-service calls may be recorded for quality assurance, complaint resolution, training, security or legal purposes after appropriate notice and with consent where required by Applicable Law.

Teleconsultations will not be audio-recorded or video-recorded by Shaybah without specific consent from the capable Patient or another person having appropriate lawful authority to provide such consent.

Where a teleconsultation is recorded, Shaybah will provide appropriate information concerning the recording's purpose, intended use, access and applicable retention arrangements.

Individuals should be aware that certain communication platforms, including WhatsApp and third-party video-conferencing services, operate under their own technical and privacy arrangements. Shaybah will take reasonable precautions when using such platforms and may provide an alternative communication method where reasonably feasible and appropriate.

Routine messaging or communication channels must not be relied upon as emergency-response systems unless expressly established and confirmed for that purpose.

12. Marketing, Testimonials and Media

Shaybah may send educational or promotional communications only where permitted under Applicable Law and subject to applicable consent and opt-out requirements.

Consent for promotional communications will be distinguished from necessary Service communications where required. Individuals may opt out of promotional communications without affecting their access to essential Service-related communications.

Shaybah will not use Medical Information for targeted advertising or disclose it to third parties for unrelated marketing.

Testimonials, photographs, videos, Patient stories, care outcomes and similar identifiable materials will be collected, recorded, published or otherwise used for promotional or public-facing purposes only with appropriate specific consent or another lawful basis.

Such authorization will identify the nature of the content, intended use and relevant publication channels, together with whether the individual's name, image, medical condition or care outcome may be disclosed.

Consent for optional promotional use may be withdrawn. Shaybah will discontinue future use following a valid withdrawal where required, subject to Applicable Law and reasonable technical or practical limitations concerning materials already lawfully published or distributed.

Refusal or withdrawal of optional promotional consent will not, by itself, adversely affect the individual's entitlement to receive otherwise available Services.

13. Data Storage, Retention and Security

Shaybah may store Personal Information in authorized electronic systems, cloud platforms, communication tools and, where necessary, appropriately secured physical records.

Personal Information will be retained for as long as reasonably necessary for the purposes for which it was collected, including Service delivery, continuity of care, medical and operational recordkeeping, legal or professional compliance, complaints, financial transactions, patient safety and the establishment, exercise or defence of legal claims.

Different categories of information may be subject to different retention periods. Medical records, consent records, financial records, communication records and technical information will be retained in accordance with their applicable legal, professional and operational requirements.

Where particular medical-record retention periods are prescribed by Applicable Law or professional regulations, the relevant records will be retained for at least the required period. Shaybah may retain records for longer where another lawful retention requirement or legitimate legal obligation applies.

Shaybah maintains reasonable administrative, technical, organizational and physical safeguards proportionate to the nature and sensitivity of the information processed. These may include appropriate access restrictions, authentication controls, confidentiality arrangements, secure storage, audit procedures, backup measures and incident-response processes.

Shaybah will take reasonable steps to ensure that personnel and Service Providers with access to Personal Information comply with applicable confidentiality and security requirements.

No method of electronic storage or transmission is entirely free from risk. However, this acknowledgement does not limit Shaybah's obligations to implement legally required safeguards or discharge responsibilities arising under Applicable Law.

When Personal Information is no longer required and no applicable retention obligation or other lawful reason for continued retention exists, Shaybah will securely delete, destroy or anonymize it in accordance with its applicable retention and record-management procedures.

14. Individual Rights and Requests

Subject to Applicable Law, individuals may request access to their Personal Information, correction or completion of inaccurate or incomplete information, withdrawal of consent, restriction of certain communications, or deletion of information that Shaybah is not required or otherwise lawfully permitted to retain.

Individuals may also exercise other rights available under applicable data-protection legislation as the relevant provisions become enforceable, including applicable grievance and nomination rights.

Requests may be submitted through contact@shaybah.in, telephone, WhatsApp or written communication using Shaybah's officially designated contact details.

Shaybah may undertake reasonable verification of the requester's identity and, where the request is submitted on behalf of another individual, the requester's lawful authority. Such verification will be proportionate to the nature and sensitivity of the information requested.

Medical records may be provided to the Patient or an appropriately Authorized Representative in accordance with Applicable Law and relevant professional requirements.

Shaybah will ordinarily respond to general privacy requests within fourteen days, or within any shorter period required by Applicable Law.

Requests for medical records will be acknowledged and processed within the applicable professional and legal timelines, including the seventy-two-hour requirement where applicable. Reasonable identity and authorization verification will not be used to unreasonably delay a valid request.

Where a correction is requested in relation to an existing clinical record, Shaybah may preserve the original entry and record an appropriate amendment or clarification rather than deleting or invisibly overwriting the original clinical documentation.

A request may be declined or limited where compliance would conflict with a lawful retention obligation, applicable professional requirements, the rights of another individual or another restriction recognized under Applicable Law. Where appropriate, Shaybah will communicate the basis for its decision.

15. Children and Minors

Shaybah's healthcare and elderly-care Services are intended for adult Patients and are not ordinarily offered to individuals below eighteen years of age.

Where Personal Information relating to a minor is received, Shaybah will obtain appropriate authorization from a parent or lawful guardian where required under Applicable Law, or otherwise process the information only where a recognized lawful basis applies.

Information concerning minors that is unnecessary for a lawful purpose will be deleted in accordance with applicable requirements.

Personal Information relating to minors will not be used for targeted advertising or unrelated promotional purposes.

The incidental collection of a minor's information as an emergency contact, family member or other relevant person does not independently establish eligibility for Shaybah's Patient Services.

16. Incapacity, Family Access and Emergencies

Where a Patient has the capacity required for a particular decision, the Patient's lawful instructions regarding consent, care and access to their information will ordinarily prevail over conflicting preferences of family members, Caregivers, Primary Decision Makers or payers.

Family members, Members, Caregivers, payers and persons described as next of kin do not automatically receive unrestricted access to Medical Information merely because of their relationship with the Patient or their involvement in arranging or paying for Services.

Where a Patient lacks the capacity required for a particular decision, Shaybah may rely on an Authorized Representative or another person whose authority is established under Applicable Law.

Shaybah may request relevant documentation or undertake reasonable verification proportionate to the nature and sensitivity of the information or decision involved.

Designation as a Primary Decision Maker does not independently establish legal guardianship or unrestricted authority to receive confidential Medical Information.

Where appropriate, a Patient may separately authorize a Primary Decision Maker, Member, Caregiver or another person to receive specified information reasonably necessary for care coordination.

In a medical emergency, Shaybah may process or disclose relevant information where reasonably necessary and permitted by Applicable Law to protect life, health or safety, coordinate urgent care or comply with legal obligations.

Emergency disclosures will ordinarily be limited to information relevant to the immediate circumstances and documented where reasonably practicable. The Patient or appropriately Authorized Representative may be informed of such disclosures where appropriate.

17. Complaints and Data Breaches

Privacy-related complaints may be submitted through the official communication and grievance channels specified in this Policy.

Shaybah may reasonably verify the complainant's identity and authority, investigate the matter and communicate an appropriate response.

Shaybah will ordinarily acknowledge a privacy complaint within forty-eight hours and aim to resolve it within fourteen calendar days, subject to the nature and complexity of the matter and any mandatory legal timeline.

Where additional investigation is reasonably necessary, Shaybah will provide appropriate updates and communicate the outcome through an authorized channel.

Where Shaybah becomes aware of a suspected or confirmed Personal Data breach, it will undertake appropriate steps to assess, contain, investigate and mitigate the incident. These may include restricting unauthorized access, preserving relevant records, assessing the information affected, implementing corrective measures and notifying affected individuals or competent authorities where required under Applicable Law.

Notifications, reporting and other actions will be undertaken within applicable statutory timelines and in accordance with the nature of the incident and relevant legal requirements.

Privacy complaints, breach incidents, investigations and corrective actions may be documented and retained where reasonably necessary for compliance, security, audit, legal or evidentiary purposes.

18. Business Transfers

Where Shaybah undergoes a merger, acquisition, investment, restructuring, sale of business or assets, insolvency proceeding or a comparable transaction, relevant Personal Information may be disclosed or transferred only to the extent reasonably necessary for that transaction and permitted under Applicable Law.

De-identified or aggregated information will be preferred wherever reasonably practicable, particularly during preliminary investment, financial or corporate due-diligence activities.

Where identifiable Personal Information must lawfully be disclosed or transferred, Shaybah will apply appropriate confidentiality and security safeguards, restrict disclosure to relevant purposes and comply with any applicable notice, consent or other legal requirements.

Any recipient will be required, where applicable, to handle the transferred information lawfully and subject to appropriate confidentiality, contractual and security obligations.

A corporate transaction does not independently authorize unrestricted disclosure or unrelated use of Patient Medical Information.

19. Changes to This Privacy Policy

Shaybah may update this Privacy Policy from time to time to reflect changes in Applicable Law, Services, technology, operational arrangements or information-processing practices.

The revised Policy will be published or made reasonably accessible through Shaybah's official communication channels, together with an updated revision date.

Where a change materially affects the collection, use, disclosure or other processing of Personal Information, Shaybah will provide appropriate additional notice where reasonably necessary or required by Applicable Law.

Fresh consent will be obtained where required.

Changes to this Policy will not retrospectively authorize processing that required consent or another lawful basis at the time it was undertaken.

20. Privacy and Grievance Contact

Individuals may contact Shaybah regarding privacy-related enquiries, consent withdrawal, information-access requests, correction requests, complaints, data-processing concerns or other matters covered by this Policy.

Privacy and Grievance Officer: Dr. Saroshahmed Suhel Lambate

Corporate Designation: Managing Director, CEO

Email: contact@shaybah.in

Telephone: +91 9967166377

Address: 403, H Wing, Azziano, Rustomjee Urbania, Thane West – 400601.

Business Hours: Monday to Friday, 9:00 a.m. to 5:00 p.m.

Shaybah will ordinarily acknowledge grievances within forty-eight hours and endeavour to resolve them within fourteen calendar days, subject to the circumstances, complexity of the matter and any shorter or mandatory timeline prescribed under Applicable Law.

Where an individual remains dissatisfied with the outcome, they may exercise any further grievance or regulatory remedy available under Applicable Law.