

# Smile Sync

★ 2024-25 Privacy Policy



# PRIVACY POLICY

<https://smilesync.subharti.org/TTech/Login>

Effective Date: 01-Jan-2024

Last Updated: 21-Nov-2025



SWAMI VIVEKANAND  
SUBHARTI UNIVERSITY



Designed & Developed  
By: CSSH IT



<https://smilesync.subharti.org>



# Smile Sync

This Privacy Policy describes how SmileSync , the advanced dental hospital and college management system of Subharti Hospital and University, collects, uses, discloses, and protects the information of its users.

By accessing or using SmileSync at [smilesync.subharti.org](https://smilesync.subharti.org), you consent to the practices described in this policy.



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# Smile Sync

## 1. Information We Collect

We collect information essential for the secure and efficient functioning of the SmileSync platform.

### A. User Registration & Profile Data:

To create your account, we require and store the following mandatory details:

- Email Address (Unique identifier, cannot be changed by the user), Password (Stored in a hashed, non-reversible cipher text format. No one, including developers, can view plain-text passwords.), Full Name, Designation, Gender, Father's Name, Mobile Number, Address, Department, Role (users cannot self-select roles like SUPER, HOD), Signature (Uploaded image file)

### B. Patient data

As part of hospital operations, authorized users may input and manage patient data, which includes:

- Patient's Full Name, Guardian's Name, Gender & Age, Email & Address, Mobile Number, Payment and Treatment Records

### C. Technical Log data

We automatically collect data to ensure security and monitor performance.

- IP Address, Cookies & Session Data, User Activity Logs, Uploaded Files.





# Smile Sync

## 2. Purpose of Data Collection

We use the collected data strictly for the following purposes:

- **Service Delivery:** To provide the core functionalities of SmileSync, including OPD generation, patient management, treatment planning, and billing.
- **Authentication & Security:** To verify user identity, enforce role-based access control (RBAC), and prevent unauthorized access and fraud.
- **Operational Efficiency:** To enable features like automated receipts, department-wise collections, and dashboard analytics.
- **Auditing & Compliance:** To maintain a secure and auditable record of all system activities as per the non-deletable log policy.
- **Communication:** To send system alerts, transactional messages, and support communications via email or integrated services like WhatsApp.
- **Payment Processing:** To facilitate online transactions through our payment gateway partner.





# Smile Sync

## 3. Data Sharing and Disclosure

We uphold a strict principle of data minimization and confidentiality.

- **Role-Based Access Control (RBAC):** Patient and user data are strictly accessible only to authorized personnel based on their assigned role .
- **Third-Party Service Providers:** We share minimal necessary information with trusted partners Razorpay, WhatsApp, Google APIs.
- **Legal Obligation:** We may disclose information if required by law or in response to valid legal processes.

## 4. Data Security

We implement robust security measures to protect your data:

- **Encryption:** Sensitive data, including passwords and personal information, is stored in an encrypted format.
- **Access Control:** A stringent RBAC system ensures users can only access data and features pertinent to their role.
- **Authentication:** Mandatory password-based login with hashed password storage.
- **Session Management:** User sessions are securely maintained and terminated upon logout.





# Smile Sync

## 5. User Rights and Choices

You have the following rights regarding your personal data:

- **Access and Update:** You can view and update your own profile information (except for your email and role) through the software interface.
- **Data Portability:** You can request a copy of your personal data.
- **Deactivation:** User accounts can be activated or deactivated only by a SUPER administrator.

## 6. Cookies Policy

We use session cookies to maintain your active login session. These cookies are essential for the software to function and are deleted immediately after you log out. We do not use persistent tracking cookies for advertising.

## 7. Data Retention

We retain personal data for as long as your account is active or as needed to provide services. Patient records and audit logs are retained as per the data retention policy of Subharti Hospital and University and applicable laws.

