



## **Data Processing Agreement (DPA)**

**Effective Date: July 7, 2026**

### **1. Purpose**

This Data Processing Agreement ("DPA") forms part of the agreement between Oradentiq AI ("Processor", "we", "our", or "us") and the Customer ("Controller", "you", or "your") governing the use of Oradentiq AI's AI-powered software and services.

This DPA describes how Oradentiq AI processes personal data on behalf of Customers while providing the Services.

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### **2. Definitions**

For the purposes of this Agreement:

**Controller** means the entity that determines the purposes and means of processing Personal Data.

**Processor** means Oradentiq AI, which processes Personal Data on behalf of the Controller.

**Personal Data** means any information relating to an identified or identifiable natural person.

**Processing** includes collecting, storing, organizing, using, transmitting, deleting, or otherwise handling Personal Data.

**Sub-Processor** means any third party engaged by Oradentiq AI to process Personal Data.

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### **3. Scope of Processing**

Oradentiq AI processes Personal Data only for the purpose of providing the contracted Services, including:

- **AI Receptionist**
- **Appointment Scheduling**
- **Patient Follow-ups**
- **WhatsApp Automation**
- **Review Management**
- **CRM Functions**
- **Reporting**
- **Analytics**
- **Customer Support**
- **Platform Maintenance**

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#### 4. Categories of Personal Data

Depending on Customer usage, Personal Data may include:

- Patient Name
  - Email Address
  - Phone Number
  - Appointment Information
  - Treatment Records
  - Communication History
  - Clinic Staff Information
  - Billing Information
  - User Login Information
  - Device Information
  - Usage Logs
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#### 5. Customer Responsibilities

The Customer is responsible for:

- Collecting Personal Data lawfully.
  - Obtaining all required patient consents.
  - Providing accurate information.
  - Responding to requests from data subjects.
  - Ensuring uploaded information complies with applicable laws.
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#### 6. Oradentiq AI Responsibilities

Oradentiq AI agrees to:

- Process data only on documented instructions from the Customer.
- Maintain confidentiality.
- Implement industry-standard security measures.
- Restrict employee access to authorized personnel.
- Notify Customers of security incidents without undue delay.
- Assist Customers with lawful data requests where reasonably possible.

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## 7. Security Measures

Oradentiq AI maintains reasonable administrative, technical, and organizational safeguards including:

- Encryption in transit
  - Encryption at rest
  - Secure cloud infrastructure
  - Multi-factor authentication where available
  - Role-based access controls
  - Secure backups
  - Firewall protection
  - Logging and monitoring
  - Vulnerability management
  - Access auditing
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## 8. Sub-Processors

Oradentiq AI may engage trusted Sub-Processors including providers for:

- Cloud Infrastructure
- AI Processing
- Email Delivery
- SMS Services
- WhatsApp Business APIs
- Payment Processing
- Customer Support
- Analytics

Oradentiq AI remains responsible for ensuring Sub-Processors maintain appropriate data protection obligations.

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## 9. International Data Transfers

Where Personal Data is transferred across borders, Oradentiq AI will implement appropriate safeguards consistent with applicable data protection laws.

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## **10. Confidentiality**

All personnel authorized to process Personal Data are bound by confidentiality obligations.

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## **11. Data Subject Rights**

Oradentiq AI will provide reasonable assistance to Customers in responding to requests relating to:

- Access
  - Correction
  - Deletion
  - Restriction
  - Portability
  - Objection
  - Withdrawal of Consent
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## **12. Personal Data Breach**

In the event of a confirmed Personal Data breach affecting Customer data, Oradentiq AI will:

- Investigate the incident.
  - Take reasonable steps to contain the breach.
  - Notify affected Customers without undue delay.
  - Cooperate in required investigations where applicable.
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## **13. Data Retention and Deletion**

Upon termination of Services, Personal Data will be deleted or returned to the Customer within a commercially reasonable period unless retention is required by law.

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## **14. Audit Rights**

Where required by applicable law or contractual obligations, Customers may request reasonable documentation regarding Oradentiq AI's security practices. Any audit must be conducted with reasonable notice and without disrupting normal business operations.

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## **15. Liability**

Liability under this DPA shall be subject to the limitations contained in the applicable Terms and Conditions.

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#### 16. Governing Law

This Agreement shall be governed by the laws of India.

Any disputes shall be subject to the exclusive jurisdiction of the courts located in Surat, Gujarat, India.

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#### 17. Contact

Oradentiq AI

Website: <https://oradentiq.tech/>

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ORADENTIQ AI