



Privacy Policy

Effective Date: March 29, 2025

1. Introduction

Welcome to Oradentiq AI

Oradentiq AI is an AI-powered dental practice growth and automation platform that helps dental clinics automate patient communication, appointment scheduling, lead management, reminders, follow-ups, analytics, and other business operations.

We are committed to protecting your privacy and handling your information responsibly. This Privacy Policy explains how we collect, use, disclose, store, and protect your information when you use our website, applications, software, APIs, AI services, and related products (collectively referred to as the "Services").

By accessing or using our Services, you agree to this Privacy Policy.

2. Information We Collect

We may collect different categories of information depending on how you use Oradentiq AI.

A. Personal Information

This includes:

- Full Name
 - Email Address
 - Phone Number
 - Clinic Name
 - Job Title
 - Country
 - City
 - Billing Address
 - Company Details
 - Tax Information
 - Payment Information
 - Login Credentials
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B. Patient Information (Provided by Clinics)

Our customers may upload or synchronize patient information, including:

- Patient Name
- Contact Number
- Email Address
- Appointment History
- Treatment History
- Medical Notes
- Treatment Recommendations
- Communication Records
- Follow-up Status
- Insurance Information (if applicable)

This information always belongs to the dental clinic.

Oradentiq AI processes this information only to provide contracted services.

C. Automatically Collected Information

When you use our Services, we automatically collect:

- IP Address
 - Browser Type
 - Device Information
 - Operating System
 - Screen Resolution
 - Language Preferences
 - Time Zone
 - Usage Logs
 - Feature Usage
 - Session Duration
 - Clickstream Data
 - Error Logs
 - Performance Metrics
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D. Cookies

We use cookies and similar technologies to:

- Keep users logged in
- Remember preferences
- Improve website performance
- Analyze visitor behavior
- Measure marketing effectiveness
- Detect fraud
- Enhance security

You may disable cookies through your browser settings, although some functionality may become unavailable.

3. How We Use Information

We use collected information to:

- Provide our Services
 - Manage user accounts
 - Authenticate users
 - Process subscriptions
 - Process payments
 - Improve AI performance
 - Schedule appointments
 - Send reminders
 - Generate analytics
 - Provide customer support
 - Detect fraud
 - Improve security
 - Monitor system health
 - Train and improve AI models (only using anonymized or aggregated data where permitted)
 - Comply with legal obligations
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4. Legal Basis for Processing

Where applicable, we process data based on:

- User Consent
 - Performance of a Contract
 - Legitimate Business Interests
 - Legal Compliance
 - Protection of Vital Interests
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5. Data Sharing

We do not sell your personal information.

We may share information with:

- Cloud hosting providers
- Payment processors
- Communication service providers
- Email providers
- SMS providers
- WhatsApp Business integrations
- AI infrastructure providers
- Analytics providers
- Customer support providers
- Government authorities when legally required
- Professional advisors

All third-party providers are required to maintain appropriate security measures.

6. International Data Transfers

Your information may be processed in countries outside your own.

Whenever data is transferred internationally, we implement appropriate safeguards to protect your information.

7. Data Security

We implement industry-standard security measures including:

- Encryption in transit
- Encryption at rest
- Secure cloud infrastructure
- Access controls
- Role-based permissions
- Authentication
- Continuous monitoring
- Regular backups
- Firewall protection
- Security audits

No system can guarantee absolute security.

8. Data Retention

We retain information only for as long as necessary to:

- Provide Services
- Maintain business records
- Resolve disputes
- Comply with legal obligations
- Enforce agreements

Upon account termination, data may be deleted or anonymized unless retention is legally required.

9. Your Rights

Depending on your location, you may have the right to:

- Access your information
 - Correct inaccurate information
 - Delete your information
 - Restrict processing
 - Object to processing
 - Withdraw consent
 - Receive a copy of your data
 - Request data portability
 - Lodge complaints with regulatory authorities
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10. AI Services

Oradentiq AI uses Artificial Intelligence to assist clinics with:

- Appointment booking
- Patient communication
- AI receptionist
- Follow-up automation
- Lead qualification
- Review generation
- Analytics
- Workflow automation

AI-generated responses may occasionally contain inaccuracies.

Users should always verify important clinical, financial, and legal information before relying on AI-generated content.

Oradentiq AI does not provide medical diagnosis or medical treatment recommendations.

11. Children's Privacy

Our Services are intended for businesses and professionals.

We do not knowingly collect personal information directly from children under the age required by applicable law.

12. Third-Party Services

Our Services may integrate with:

- Google Calendar
- Google Workspace
- Microsoft Services
- WhatsApp Business
- Email Providers
- SMS Providers
- Payment Gateways
- CRM Platforms
- Practice Management Software
- Third-party APIs

These services operate under their own privacy policies.

13. Payment Information

Payments are securely processed through third-party payment providers.

Oradentiq AI does not store complete credit card or debit card information on its own servers.

14. Account Security

Users are responsible for:

- Maintaining password confidentiality
 - Restricting account access
 - Protecting login credentials
 - Reporting unauthorized access immediately
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15. Confidentiality

We treat customer information as confidential.

Our employees and contractors are required to protect confidential information through contractual obligations and security policies.

16. Compliance

We strive to comply with applicable privacy and data protection laws, including where applicable:

- GDPR
 - CCPA
 - DPDP Act (India)
 - Other applicable regional privacy laws
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17. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Material updates will be posted on our website with a revised Effective Date.

Continued use of the Services after updates constitutes acceptance of the revised Privacy Policy.

18. Contact Information

For privacy-related questions, requests, or concerns, please contact:

Oradentiq AI

Website: <https://Oradentiq AI.tech/>

Email: krushank@atlanciaworldwide.com

If a dedicated Data Protection Officer is appointed, updated contact information will be published on our website.