

Cyber Security Policy

Particulars	Details
Policy Name	Cyber Security Policy
Company Name	Jeena Sikho Lifecare Limited
Version Number	1.0
Effective Date	01st April, 2023
Prepared By	Surinder Kamboj
Approved By	Sahil Jain
Review Frequency	Periodically or as required
Last Revised Date	N.A.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

1. Purpose

This Cyber Security Policy establishes the governance framework, security principles, and mandatory requirements for protecting Jeena Sikho's information assets, patient information, customer data, financial information, digital platforms, applications, infrastructure, and business operations from cybersecurity threats.

The policy establishes a consistent approach to managing information security risks and ensuring the confidentiality, integrity, and availability of information assets while supporting business objectives and compliance with applicable legal, regulatory, contractual, and industry requirements.

2. Scope

This policy applies to all employees, directors, contractors, consultants, outsourced service providers, franchise partners, third-party vendors, and any individual or entity accessing Jeena Sikho's information assets, systems, applications, networks, cloud services, or data. Compliance with this policy is mandatory across all business functions and technology environments.

3. Information Classification

Jeena Sikho Lifecare Limited shall classify information based on its sensitivity, business value, legal requirements, and potential impact of unauthorized disclosure, modification, or loss.

Information shall be classified into the following categories:

Classification	Description
Public	Information approved for public disclosure.
Internal	Information intended for internal business use.
Confidential	Sensitive business, operational, customer, or employee information requiring protection.
Restricted	Highly sensitive information including patient information, personal data, financial information, and regulated information.

Information shall be handled according to its classification requirements, including appropriate controls for:

- Access management.
- Storage.
- Transmission.
- Sharing.
- Retention.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

- Secure disposal.

4. Governance and Responsibilities

Executive Management, Information Security, Information Technology, Compliance, Business Owners, System Owners, and all users shall have clearly defined cybersecurity responsibilities. All cybersecurity controls shall be documented, implemented, monitored, periodically tested, and reviewed to ensure their effectiveness and continued compliance with business, legal, and regulatory requirements.

5. Access Control Policy

Jeena Sikho Lifecare Limited shall implement appropriate access controls to ensure that information assets, applications, systems, and data are accessible only to authorized users based on approved business requirements.

Access shall be granted, modified, reviewed, and revoked through a formal authorization process based on:

- Role-Based Access Control (RBAC).
- Least privilege.
- Need-to-know principles.
- Business justification.

Strong authentication mechanisms, including Multi-Factor Authentication (MFA), shall be implemented for privileged access, remote access, and critical systems where applicable.

Privileged and administrative accounts shall be appropriately controlled, monitored, and periodically reviewed. User access shall be updated or revoked promptly upon changes in employment status, responsibilities, or business requirements.

Remote access shall only be permitted through approved secure methods. Emergency access shall require appropriate authorization, monitoring, documentation, and post-use review.

Access activities shall be logged and monitored in accordance with security requirements.

6. Data Protection

Jeena Sikho Lifecare Limited shall implement appropriate technical and organizational measures to protect information against unauthorized access, disclosure, alteration, destruction, or loss.

Security measures shall include, where applicable:

- Encryption of sensitive information.
- Secure data storage.
- Controlled access.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

- Data masking.
- Secure transmission.
- Logging and monitoring.
- Data retention management.
- Secure disposal.

Patient information, personal information, financial records, and other sensitive data shall receive appropriate protection throughout their lifecycle.

7. Hospital CRM Security Requirements

Jeena Sikho Lifecare Limited shall ensure that business applications, healthcare systems, CRM platforms, and digital services are developed, configured, and operated securely.

Security requirements shall include:

- Secure development practices.
- Access control management.
- Change management.
- Vulnerability assessments.
- Audit logging.
- Security testing.
- Protection of application data.

8. Warehouse CRM Security Requirements

Warehouse and inventory management systems shall implement appropriate security controls to protect inventory information, supplier records, operational data, and business transactions. Access shall be restricted based on business roles, and critical activities shall be logged and monitored.

9. Salesforce CRM Security Requirements

Salesforce and other cloud-based CRM platforms shall be secured through strong authentication, role-based access controls, secure integrations, API security, continuous monitoring, and regular security reviews to protect customer and business information.

JEENA SIKHO LIFECARE LIMITED

120+ AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

10. E-commerce Platform Security

Jeena Sikho Lifecare Limited shall implement appropriate security controls to protect its e-commerce platforms, online services, customer information, and digital transactions from cybersecurity threats.

Security measures shall include:

- Secure application development practices.
- Protection of customer and transaction information.
- Secure payment processing controls where applicable.
- Web Application Firewall (WAF) protection where required.
- Vulnerability assessments and security testing.
- Fraud monitoring and prevention mechanisms.
- Secure management of third-party integrations and APIs.

Customer information shall be collected, processed, stored, and retained in accordance with applicable privacy and security requirements.

11. Network Security

Jeena Sikho Lifecare Limited shall maintain secure network architecture to protect business systems, applications, infrastructure, and information from unauthorized access and cyber threats.

Network security controls shall include:

- Network segmentation based on business criticality.
- Secure configuration of network devices.
- Firewall protection and access restrictions.
- Monitoring of network activities.
- Protection of internet-facing systems.
- Secure remote connectivity.
- Periodic review of network security configurations.

Critical environments, including healthcare systems, corporate systems, warehouse systems, development environments, and public-facing services, shall be appropriately segregated and protected.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

12. Cloud Security

Jeena Sikho Lifecare Limited shall ensure that cloud services and infrastructure are securely designed, configured, operated, and monitored.

Cloud security requirements shall include:

- Secure cloud configuration standards.
- Identity and access management.
- Encryption of sensitive information.
- Security monitoring and logging.
- Backup and recovery controls.
- Periodic security assessments.
- Management of cloud service providers.

Cloud service providers shall be evaluated based on security, privacy, availability, and compliance requirements before on boarding.

13. Endpoint Security

All computing devices accessing Jeena Sikho Lifecare Limited information resources shall be protected against security threats.

Endpoint security controls shall include:

- Endpoint protection solutions.
- Malware protection.
- Security updates and patching.
- Device encryption where applicable.
- Secure configuration standards.
- Mobile device management where required.
- Monitoring of security events.

Unauthorized software installation, insecure devices, or unmanaged endpoints shall not be permitted to access organizational resources.

14. Vulnerability and Patch Management

Jeena Sikho Lifecare Limited shall maintain a vulnerability and patch management process to identify, assess, prioritize, and remediate security weaknesses in a timely manner based on risk.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

Systems, applications, and infrastructure shall receive security updates and patches according to approved maintenance schedules and organizational risk requirements.

15. Security Monitoring and Logging

Jeena Sikho Lifecare Limited shall implement security monitoring capabilities to detect, investigate, and respond to cybersecurity threats.

Security monitoring shall include:

- Collection and protection of security logs.
- Monitoring of critical systems and applications.
- Detection of suspicious activities.
- Alert management.
- Security investigations.
- Retention of logs according to business and regulatory requirements.

Security events shall be reviewed periodically to identify potential threats and improvement opportunities.

16. Incident Response

Jeena Sikho Lifecare Limited shall maintain an incident response capability to identify, report, assess, contain, eradicate, recover from, and learn from cybersecurity incidents. All suspected security incidents shall be reported promptly and managed according to the organization's Incident Response Plan.

17. Third Party Security

Third-party vendors, suppliers, contractors, and service providers shall comply with Jeena Sikho's security requirements throughout the business relationship. Appropriate due diligence, contractual security obligations, periodic assessments, and monitoring shall be performed to manage third-party cybersecurity risks.

18. Backup, Business Continuity and DR

Critical business information and systems shall be protected through secure backup processes, business continuity planning, and disaster recovery arrangements. Backup and recovery capabilities shall be periodically tested to ensure business resilience and operational continuity.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

19. Security Awareness Training

All personnel shall receive cybersecurity awareness training appropriate to their roles and responsibilities. Security awareness programs shall be conducted periodically to promote secure behavior and strengthen the organization's cybersecurity culture.

20. Compliance Requirements

Jeena Sikho Lifecare Limited shall comply with all applicable legal, regulatory, contractual, and industry requirements relating to information security, privacy, and cybersecurity. The organization shall establish, implement, maintain, and periodically review appropriate security controls to ensure ongoing compliance with applicable laws, standards, and contractual obligations.

Where applicable, the organization's Information Security Management System (ISMS) shall align with recognized frameworks and standards, including **ISO/IEC 27001, NIST Cybersecurity Framework (CSF), PCI DSS, HIPAA, GDPR**, and applicable national and local laws and regulations.

All cybersecurity controls shall be documented, implemented, monitored, periodically tested, and maintained with appropriate evidence to support internal reviews, regulatory inspections, and external audits. Business and technical owners shall be responsible for implementing, operating, and maintaining the controls within their respective areas of responsibility.

21. Compliance Checklist

Jeena Sikho Lifecare Limited shall establish and maintain a compliance monitoring program to verify the effectiveness of cybersecurity controls through periodic reviews, assessments, and audits. Compliance activities shall be conducted at defined intervals, and identified gaps shall be documented, tracked, and remediated in a timely manner. Business and technical owners shall be responsible for ensuring compliance with the controls applicable to their areas of responsibility.

Appendix A – Compliance Checklist

Control	Frequency	Owner	Status
MFA Review	Quarterly	Security	Open
Access Review	Quarterly	System Owners	Open
Pen Test	Annual	Security	Open
Backup Test	Annual	Infrastructure	Open

22. Audit & Monitoring Protocols

Jeena Sikho Lifecare Limited shall conduct periodic internal and external audits to assess the effectiveness of cybersecurity controls and ensure compliance with applicable legal, regulatory, contractual, and organizational requirements. Security logs, events, and key performance indicators shall be regularly monitored to identify risks, support continuous improvement, and demonstrate compliance.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

23. Policy Enforcement

Compliance with this policy is mandatory for all employees, contractors, consultants, third-party service providers, and other authorized users. Any violation of this policy may result in disciplinary action, suspension or revocation of access privileges, contractual remedies, legal action, or other corrective measures, as appropriate and in accordance with applicable laws and organizational policies.

24. Policy Review and Maintenance

Annual review or upon major business, technology or regulatory changes. Controls shall be documented, tested, monitored and evidenced for audit purposes. Business and technical owners are responsible for implementation and compliance.

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com