

CareBridge Data Processing Scenario

DPDP Compliance Checker | Fictional operational scenario | India

FICTIONAL

This document is created solely for Legal AI training. Names, entities, events and figures are invented.

Organisation and activity

CareBridge Wellness Private Limited operates a fictional mobile application offering appointment booking, medication reminders, wellness content and a family dashboard. The exercise date is 1 September 2026. Learners must verify which Indian legal provisions and rules are in force on that date.

Information collected

- Name, mobile number, email address, date of birth and city.
- Self-reported symptoms, medication reminders, uploaded prescriptions and appointment history.
- Device identifiers, IP address, precise location when 'nearby clinics' is enabled, and app interaction logs.
- For the family dashboard, one account holder may add a spouse, parent or child and upload information about that person.

Current user journey

Account creation presents one pre-ticked checkbox: 'I agree to the Terms, Privacy Policy, personalised recommendations, research, analytics and offers from CareBridge and selected partners.' The privacy policy is linked but is 14 pages long. The application cannot be used unless the checkbox remains selected.

Users enter a date of birth, but CareBridge does not perform an age check or seek a separate parent or guardian confirmation. Marketing messages contain an unsubscribe link; transactional reminders and wellness recommendations use the same messaging channel.

Uses of information

- Provide appointments, reminders and the family dashboard.
- Recommend wellness content and clinics.
- Train an internal symptom-classification model using uploaded descriptions and prescriptions.
- Create audience segments for a pharmaceutical advertising partner.
- Measure staff performance and investigate suspected misuse.

Vendors and access

- Cloud hosting provider with servers in India and Singapore.
- US-based analytics service receiving device identifiers and interaction events.
- Indian messaging provider receiving names, mobile numbers and message contents.

- Twenty customer-support agents can search all user profiles. Access reviews are informal and are not documented.

Retention and deletion

The database retains account and wellness information indefinitely because the engineering team considers historical data useful. Closing an account hides the profile from the user but does not delete database records, backups, analytics events or model-training copies. No record of deletion requests is maintained.

Incident and complaints

On 28 August 2026, a support employee exported 4,800 user records to a personal spreadsheet while troubleshooting a campaign. The file included names, mobile numbers, appointment dates and reminder text. The employee says it was deleted the same day. CareBridge has not documented an investigation or decided whether anyone should be notified.

Users can email support with privacy questions. There is no dedicated grievance workflow, published response time, consent log, processing inventory, vendor-review register or documented retention schedule.

Known documents

- Current Terms and Privacy Policy.
- Vendor contracts, not reviewed by the privacy team.
- Basic security policy last updated in 2024.
- No approved data map, consent record, incident report or deletion procedure.

Learner instruction

Assess this processing activity against the Indian DPDP framework in force on the exercise date. Separate confirmed facts from missing evidence, identify concrete obligations and controls, and cite authoritative current sources for legal propositions.