

Privacy Policy

We value and respect the privacy of everyone contributing towards our aims, objectives and services. Protection of all Personal Information, pertaining to our employees, associates at all levels, partners, retainers, professionals, interns, trainees, researchers, specialist consultants, counsels, our proposed and existing clients, customers, clients' directors, management, staff; website visitors, employment seekers, etc., from unauthorized access, damages, use, modification, disclosure or impairment is utmost importance for us and we are committed towards safeguarding the same. We, Vatayanvid Consulting and its affiliates or associated firm (collectively "**Vatayanvid, we, our or us**"), therefore value the trust you (and third parties) place in us and recognize the importance of secure transactions and information privacy.

This Privacy Policy ("**Policy**") describes how we collect, use, share or otherwise process your personal information through Vatayanvid website www.vatayanvid.com, its mobile application/m-site or web-based services (hereinafter referred to as the "**Site**" or "**Platform**").

We know that your privacy is important to you, and we work hard to earn and keep your trust. We have created this Policy to let you know what Personal Information we collect when you use this Site, how we use and share the Personal Information we collect, and how we protect your privacy.

Please take a few minutes to review this Policy, modified policy, additional and more specific information we may provide to you on various occasions when we are collecting or processing personal information or by your visiting the Platform, providing your information or availing our service/product, you expressly agree to be bound by the terms and conditions of this Policy, the Terms of Use and the applicable service/product terms and conditions. If you do not agree, please do not access or use our Platform.

If you have any questions about this Policy or our privacy practices, please contact us using the information provided below:

1. Collection of information:

The information we collect depends on how you use our Platform. All information as applicable to you is basis without knowing your residency status, unless otherwise specifically provided. We may collect and store your information which is provided by you from time to time in one or the several ways. In general, you can browse the Platform without telling us who you are or revealing any personal information about yourself. Once you knowingly or unknowingly give us your personal information, you are not anonymous to us. You always have the option to not provide information by choosing not to use a particular service, product or feature on the Platform.

We may track your user behaviour, preferences, and other information that you choose to provide on our Platform. We use this information to do internal research on our users' demographics, interests, and behaviour to better understand, protect and serve our users. This information is compiled and analysed on an aggregated basis. This information may include your device information, your IP address, version of your operating system, the name and version of your browser, the date and time of your visit, and the pages you visit, number of visits, average time spent on the Platform, pages viewed and similar information etc. We use these information's to measure the Platform usage, improve content and to ensure safety and security as well as enhance performance and user experience of the Platform.

We may collect personal information (such as, email address, your address, pin code, zip code, location, name, phone number, photographs, videos, emergency contact information, family information, design of your home, office, house infrastructure, window/door design, supplier of your previously bought windows, material of construction, age of windows etc. educational and technical qualifications etc.), While you can browse some sections of our Platform without being a registered member, however in certain situations you may be required to get registered to access an authenticated area of the Platform, in these cases, we will also collect your username and password.

Where we are in a contractual relationship with you (other than an employment relationship), with your consent, we may have access to your SMS, contacts in your directory, location and device information. We may also request you to provide your GST Number, Government issued ID cards/number, bank information, credit card/debit card and other payment instrument details, and Know-Your-Customer (KYC) details, to: (i) check your eligibility for certain products and services including but not limited to credit and payment products; (ii) issue GST invoice for the products and services purchased for your business requirements; (iii) enhance your experience on the Platform and provide you access to the products and services being offered by us, affiliates or our associates, from you when you set up an account or transact with us in case as the case may be/ You understand that your access to these products/services may be affected in the event consent is not provided to us.

If you choose to post messages on our message boards, chat rooms or other message areas or leave feedback on the Platform, we will collect that information you provide to us. We retain this information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.

We may occasionally ask you to participate in optional surveys conducted either by us or through a third party market research agency hired by us. These surveys may ask you for personal information, contact information, date of birth, demographic information (like zip code, age, or income level), attributes such as your interests, household or lifestyle information, design engineering or technical details of your house, office, premises door, window etc., preferences, and other such information that you may choose to provide. The surveys may involve collection of, photograph, voice data or video recordings, the participation of which would purely be voluntary in nature. We use information to tailor your

experience at our Platform, providing you with content that we think you might be interested in and to display content according to your preferences.

We may also obtain personal information from third parties including third party event organizers where the event is sponsored by Vatayanvid. Organizers might provide the attendee list. In such cases, the privacy policy of those third parties to whom you provide your Personal Information will apply to you.

If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Platform, we may collect such information into a file specific to you.

When reaching out to you, we may do so through different channels, such as email, phone calls, post or any other means of communication such as through social media sites such as Facebook, LinkedIn, Twitter, Instagram, Telegram, WhatsApp, Signal etc. We will only send electronic marketing communications to business contacts in a business-to-business context, where we have your prior consent or where it is otherwise lawful to do so in the jurisdiction you are located in. You can opt-out from receiving such communications at any time using the form on website www.vatayanvid.com, where you had given your Personal Information, writing to our Grievance Officer, detail of the same given below or by any other given method provided from time to time (for example: unsubscribe link included at the bottom of emails).

The information does not directly identify you personally (except in some limited cases specified in Policy). Generally, we may use this information to improve this Platform and make it more compatible with the technology used by our visitors. In most cases, we do not link the information sent by your browser to information that identifies you personally. However, if you have registered on this Site, we may link your IP address to information that identifies you personally. We may also review our server logs-which contain visitors' IP addresses-for security purposes, such as detecting intrusions into our network. If we suspect criminal activity, we may share our server logs with the appropriate investigative authorities who could use that information to trace and identify individuals.

We do not knowingly collect personal data from children (only persons above the age of eighteen (18) years shall be permitted to use the Services as provided in the Terms of Use). In an event, where in contravention of the Terms of Use, a person below the age of 18 uses the Services, we shall not be held liable or responsible for any damage or injury suffered by such person in logging into the Platforms and making use of the Services.

2. Use of your personal information:

Generally we use the Personal Information we collect through this Platform:

- to provide the information, products and services you request and to better understand your interests in our Firm;
- to create your user ID;

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- to identify you once you register on our website;
- to provide you with effective Client service, improve services, better solutions, resolve disputes; troubleshoot problems, help promote a safe service;
- to contact you and to respond to your questions or requests; with special offers, marketing, and other information we believe will be of interest to you, which may include surveys and invitations to participate in special promotions, events, conference, initiatives etc.
- to promote the Vatayanvid brand, products, services, initiatives and values with marketing communications.
- to process your submissions to us, for example such as job applications;
- to contact you with information and notices related to your use of this Platform;
- to allow you to subscribe to our newsletters;
- to meet statutory obligations;
- to seek your feedback or to contact you in relation to the activities and goals of our organization;
- to improve the content, functionality and usability of this Platform;
- for any other purpose identified in an applicable privacy policy, country-specific notice, or other agreement between you and us.

Please note that we may process and use your personal information without your knowledge or consent, in compliance with the applicable rules, where this is required or permitted by law.

3. Sharing of your personal information:

We may share Personal information collected through this Platform with group company, affiliates, associates, firms, consultants, contractors, companies and organizations that perform services on our behalf or that help us complete our services or provide you product or services, for enhancing your experience; for providing feedback on products; to collect payments from you; to comply with our legal obligations; to conduct market research or surveys; to enforce our Terms of Use, Terms and Conditions; to facilitate our marketing and advertising activities; to analyse data; for customer service assistance; to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our product and services.

We may disclose your personal information to our Group Company, affiliates, associates, firms, consultants, contractors, companies and organizations, third parties {"**third parties**" includes third-party service providers (including contractors and designated agents)}, event organizers etc. for the purposes of providing products and services offered by them. These entities and affiliates may share such information with their affiliates, business partners and other third parties for the purpose of providing you their products and services, and may market to you as a result of such sharing unless you explicitly opt-out. We do not disclose your personal information to third parties for their marketing and advertising purposes without your explicit consent. Also we have not in the past, nor does it currently, under any circumstances sell your Personal Information to any third party. We require third parties to respect the security of your data and to treat it in accordance with the law.

We may disclose Personal Information when we, in good faith, believe disclosure is appropriate to comply with the law, a court order or a subpoena. We may also disclose Personal Information to prevent or investigate a possible crime, such as fraud or identity theft; or to protect our own rights or property or the rights, property or safety of our users or others.

We reserve the right to disclose your Personal Information as described in any country-specific notice posted on the Web page where you provide that information. By providing your Personal Information on that Web page you will be consenting to the disclosure of your Personal Information as described in that country-specific notice.

4. How long we long we will keep your information:

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

5. Security:

We adopt reasonable and appropriate security practices and procedures including administrative, physical security, and technical controls in order to safeguard your Personal Information. Although we use reasonable measures to help protect your Personal Information against unauthorized use or disclosure, we cannot guarantee the security of information provided over the Internet or stored in our databases.

6. Exceptions to Personal Information:

Following information shall not be regarded as sensitive Personal Information or information:

- Information freely available or accessible in public domain;
- Information furnished under the Right to Information Act, 2005 (RTI) or
- Information furnished under any other law for the time being in force.

7. Incidental Information:

We may collect information and data of individuals, employees, members, partners, directors, affiliates, associates, service providers, contractors, companies etc. through resources accessible in public domain, government or third parties. We shall not be responsible for any personal information that is indirectly or incidentally procured through such sources. However, any personal information flowing from resources accessible in public domain, government or third parties, may be retained for purposes described in this Policy or as provided under any law.

8. Links to Other Sites:

This Platform may contains links to other websites, including sites operated by our service providers (for example, for employment application processing, web domain and web hosting) and by non-affiliated organizations, like social media sites. We do not have any control on such third party websites and the same may be provided as a convenience. Please take note that we are not responsible for the content of such external websites. We are not responsible for the protection and privacy of any information which you provide while visiting such external websites and such sites are not governed by this Policy. When you access another website through a link on this Platform, or click an icon to “tweet” or “share” or “like” something on our Platform, please take a few minutes to review the privacy policy and terms of use posted on such external sites.

9. Governing Laws:

This Policy strictly follows the Information Technology (Intermediaries Guidelines) Rules, 2011, Reasonable Security Practices and Procedures and Sensitive Personal Information or Information Rules, 2011, Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 and the Information Technology Act, 2000 as amended and as applicable.

10. Grievance Officer:

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

Raj Singh
Vatayanvid Consulting
Block-C, FCA-1435,
20 Feet Road, SGM Nagar,
Faridabad, Haryana, 121001
Email: raj.singh@vatayanvid.com
Phone: +91 9599773630

11. How to contact us:

If you have a query, issue, concern, grievance or complaint in relation to collection or usage of your personal information under this Policy, please contact us at the contact information provided above. The complaint shall be redressed within the period specified as per law.

12. Right to withdraw consent:

In the limited circumstances and based on your country of residence; where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you may have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us to opt-out at the contact information provided above. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legal basis for doing so, under such

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circumstances you understand that your access to these products/services may be affected in the event consent is withdrawn by you.

13. Policy Changes:

We reserve the right to update this Policy as and when the need arises, at any time, with or without advance notice and the same will be made available on the Platform. These changes will be effective as of the date we post the revised version on this Platform. We encourages you to check this policy regularly for any changes. Your use of this Platform following any such change constitutes your consent to the terms of the revised Policy.

Last updated on_____