

## PRIVACY POLICY

This Privacy Policy reflects Hiveloop Technology Private Limited and/or its affiliates (“Company”, “we”, “us” and “our”) commitment to privacy and data protection. This Privacy Policy describes how we collect and process information about visitors to our website <https://erplite.udaan.com/> (the “Site”), and individuals who access and avail the Services. This Privacy Policy doesn’t apply to individuals whose information may be collected by the Permitted User during their access or use of the Services.

All capitalized terms not defined in this document shall have the meanings ascribed to them in the Terms of Use which can be found [here](#). Contracting entity shall be Hiveloop Technology Private Limited.

### COLLECTION OF INFORMATION:

We collect information, which may include personal data, when you use our Services. We collect this information when you fill out forms or engage with us directly. We also collect this information via cookies and certain software designed to interact with your computer. We use this information to communicate with you, to market, provide, maintain, protect and improve our Services, and to develop new or enhanced versions of the Services.

If you choose to share your data with us, we will collect the following information:

- i. personally identifiable information about you, which includes without limitation, your name, address, postal code, phone number, fax number, email address;
- ii. information about your internet connection, the equipment/ device you use to access the Platform and your usage details;
- iii. any content, feedback, reviews etc. you may have uploaded or provided to the Company or on the Platform;
- iv. statistical information and details of the visitors to Site including, but not limited to, IP addresses, browser software, operating system, software and hardware attributes.

In the event, you do not provide sufficient personal information about you for specific products or features, those products or features may not be available or may not function correctly.

We may collect this information directly from you, when you provide it to us or automatically as you navigate through the Site or access the Services (information collected automatically may include usage details, IP addresses and information collected through cookies, web beacons and other tracking technologies).

### USE OF COLLECTED INFORMATION

If you provide personal information to us, you are deemed to have authorized us to collect, retain and use your information for the below-mentioned purposes:

- Facilitate the creation of and securing of your account on our network;
- Identify you as a Permitted user;
- Improve our Services and how we operate our business;
- Understand and enhance your experience using our Services;

- Provide and deliver products and services, including the Services, that you request, including securing, troubleshooting, and personalizing those services;
- Respond to your comments or questions, including assistance from our support team related to the Services;
- Send you related information, including confirmations, invoices, technical notices, updates, security alerts, and support and administrative messages;
- Communicate with you about promotions, upcoming events and news about products and services offered by us and our selected partners, and for our other marketing purposes;
- Link or combine it with additional information we get from third parties, to help understand your needs and provide you with better service; and
- Protect, investigate, and deter against fraudulent, unauthorized, or illegal activity to comply with an applicable law.
- In any other way we may describe when you provide the information to us; and
- For any other purpose with your consent.

## **DISCLOSURE OF COLLECTED INFORMATION**

We may disclose personal information that we collect, or you provide, as described in this privacy policy, in the following ways:

- To our subsidiaries, sister concerns, group companies and/ or affiliates under the common ownership or control of our parent company.
- To Third-Party Service Providers who may perform services on our behalf for the purposes described in this Privacy Policy. These services may include providing cloud computing infrastructure, website crash reporting, analytics, email delivery, and providing customer support or account administration. These third-party service providers shall be under an obligation of confidentiality and will be permitted to use your personal information only in connection with the purposes specified in clause 2 mentioned herein above.
- To our professional advisers, law enforcement agencies, insurers, government and regulatory and other organizations.
- To third-parties to market their products or services to you if you have consented to receive the promotional updates. We contractually require these third-parties to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- to help investigate, prevent or take action regarding unlawful and illegal activities, suspected fraud, potential threat to the safety or security of any person or other user, violations of the Application Services' terms of use or to defend against legal claims.
- We may share your personal data with third parties including without limitation, banks, financial institutions, credit agencies, or vendors to enable such third parties to offer their products or services. While we shall endeavour to have in place internal procedures to keep your personal data secure from intruders, there is no guarantee that such measures/procedures can eliminate all of the risks of theft, loss or misuse.
- We may share your information when we believe, such disclosure is mandated by applicable law. This may include exchanging or sharing information with other companies, organisations, banks, government or regulatory authorities. However, this does not include selling, renting, or otherwise disclosing personal information for commercial purposes in a way that is contrary to applicable laws.

- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, you or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- We may share your information with any third party in any other circumstances where we have your consent.

## **PROTECTION OF YOUR PERSONAL DATA**

We have employed appropriate electronic, and managerial procedures to safeguard and help prevent unauthorized access to your personal information and to maintain data security. These safeguards take into account the sensitivity of the information that we collect, process and store and the current state of technology. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. Although we will endeavour to safeguard the confidentiality of your personally identifiable information, transmissions made by means of the internet cannot be made absolutely secure.

By accessing or using the Site/Services, you agree that the Company will have no liability for disclosure of your information due to errors in transmission or unauthorized acts of third parties.

## **UPDATION AND CHANGES TO THE INFORMATION**

To correct or update any information you have provided, we allow you to do it online or by contacting at [erplitesupport@udaan.com](mailto:erplitesupport@udaan.com). However, to the extent permitted by applicable law, we reserve the right to charge a fee or decline requests that are unreasonable or excessive, where providing the information would be prohibited by law or could adversely affect the privacy or other rights of another person, or where we are unable to authenticate you as the person to whom the information relates.

You may opt-out of receiving promotional or marketing emails from us by following the instructions in those emails. If you opt-out, we may still send you non-promotional emails, such as emails about our projects or our ongoing business relationship.

## **COOKIES**

Cookies are small text files we send to individuals' computers when they visit our Sites. Cookies make our Sites work more efficiently and effectively and help us improve our Site, the relevance of our marketing activities, and your experience while using the Services. Some of the cookies we use may provide us with information about you. The text in a cookie often consists of a string of numbers and letters that uniquely identifies your computer, but it can contain other information as well.

We use cookies to see which areas and features are popular and to count visits to our Site. Most web browsers are set to accept cookies by default. If you prefer, you can choose to set your browser to remove cookies or to reject cookies. Where appropriate, you may also be provided with further options to control the use of cookies when visiting the Site or using the Services

If you want to delete, remove or refuse cookies, this could affect certain features or functionality of our Site and could remove cookies used to opt-out of tracking for the Services.

We use cookies and similar technologies for:

- Site Authentication, Identity and Access Management, Security, and to Conduct its Business. When you sign into the Site using your username and password, we store an encrypted cookie on your device. This cookie allows you to move from page to page within the Site without having to sign in again on each page. You can also save your sign-in information, so you do not have to sign in each time you return to the Site.
- We may use cookies and related technologies to measure your interest in our products and services so it can market those products and services to you.
- We may use cookies for load balancing to help ensure that our website remains up and running.
- We may store the data in a cookie to remember the products and information you have added for purchase.
- We may store a cookie to ensure that you do not see the same content again or to save your interest preferences when you use or view certain content on the Services.

## **MINOR**

Our Services are not intended for use by minors (those under 18 years of age). However, since we have no way of distinguishing the age of individuals who access our Services. If we become aware that a person submitting personal information is under the permissible age, we will delete the account and any related information as soon as possible. If you believe we might have any information from or about a user under the permissible age, please contact us.

## **CHANGES TO THIS PRIVACY STATEMENT**

We may change this Privacy Policy from time to time to reflect changes in our offerings, how we collect, use, or disclose personal data, or applicable law. If we make any changes to this Privacy Policy, we will change the “Last Updated” date above. If we make any material changes, we will provide notice or obtain consent regarding such modifications as may be required by law.

## **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:

*Tejasvee Tandon*

Grievance Officer, Hiveloop Technology Private Limited,

Address: 1st Floor of South Wing “TWA - SJR - The Hub” situated at Survey Number 8, 2 & 9, Sarjapur Main Road, Sarjapur - Marathahalli Road, Bellandur, Bengaluru, Karnataka PIN- 560102

Phone: 91-9686976427

Email: [erplitesupport@udaan.com](mailto:erplitesupport@udaan.com)

Time: Mon - Sat (10:00 AM - 07:00 PM)