

Privacy Policy

Please read the following statement to learn about Our information gathering, customer information privacy, security and dissemination practices.

1. General.

- 1.1. This privacy policy explains how Wobot Labs Pvt. Ltd. (“**Our**”, “**Us**”, “**We**”, “**Wobot**”) collects and use Your (“**You**”, or “**Your**”) personal and non-personal information.
- 1.2. By using Our site or mobile application (“**Mobile App**”), You impliedly agree that We can the collect, disclose and use Your information in accordance with the terms and conditions stated in this privacy policy (“**Privacy Policy**”). By visiting Our Mobile App, You agree to be bound by the terms and conditions of this Privacy Policy.

2. Information Collected.

- 2.1. We may collect certain Personal Information from You. For the purpose of this Privacy Policy, “Personal Information” shall mean data that can be used to identify a person. (“**Personal Information**”). We may collect Personal Information including but not limited to Your name, address, telephone number, date of birth, gender, e-mail address, etc.
- 2.2. When You use the Mobile App, Wobot’s servers (which may be hosted by a third-party service provider) may collect information indirectly and automatically about Your activities on the Mobile App; for instance by way of cookies, web beacons or web analytics. This anonymous information is maintained distinctly and is not linked to the Personal Information You submit to Wobot and shall not be used to identify Your account.
- 2.3. Your Account Information. You provide your mobile phone number to create a Wobot account. You provide us the phone numbers in your mobile address book on a regular basis, including those of both the users of our Services and your other contacts. You confirm you are authorized to provide us such numbers. You may also add other information to your account, such as a profile name, profile picture, and status message.
- 2.4. Customer Support. You may provide us with information related to your use of our Services, including copies of your messages, and how to contact you so we can provide you customer support. For example, you may send us an email with information relating to our app performance or other issues.

Automatically Collected Information

- 2.5. Usage and Log Information. We collect service-related, diagnostic, and performance information. This includes information about your activity (such as how you use our Services, how you interact with others using our Services, and the like), log files, and diagnostic, crash, website, and performance logs and reports.
- 2.6. Device and Connection Information. We collect device-specific information when you install, access, or use our Services. This includes information such as hardware model, operating system information, browser information, IP address, mobile network information including phone number, and device identifiers. We collect device location information if you use our location features, such as at the time of doing an activity as per the consent received from you. We also take permission for Camera as per your consent to allow you take images and record videos as per your business need. We also take the

storage permission so that we can retrieve the information as per the need of the system and save images and videos captured.

3. Representation and Warranties

You hereby represent and warrants to Us that:

- a) All the information provided by You is true;
- b) Any information provided by You does not belong to any third party, and if they do belong to a third party, You are duly authorized by such third party to use, access and disseminate such Information; Storage, collection, usage, transfer, access or processing of the same shall not be in violation of any third-party agreement, laws, charter documents, judgments, orders and decree;
- c) We shall not be responsible in any manner whatsoever with regard to the authenticity or veracity of the information that You may provide to the Mobile App.

4. Use of the Information.

The information collected from You would be used for the following purposes only:

- a) to facilitate Your use of the Mobile App;
- b) to respond to Your inquiries or fulfil Your requests for information about the various services;
- c) to provide You with information about Wobot's products/services and to send You information, materials, and offers from Wobot;
- d) to send You important information regarding the Mobile App, changes to Wobot's terms, conditions, and policies and/or other administrative information;
- e) to send You surveys and marketing communications that Wobot believes may be of interest to You;
- f) to personalize Your experience on the Mobile App and Wobot's other Mobile Apps by presenting advertising, products and offers tailored to You;
- g) to help You address Your problems with the Mobile App including addressing any technical problems;
- h) if You purchase any content or avail of any service from the Mobile App, to complete and fulfil Your purchase, for example, to have Your payments processed, communicate with You regarding Your purchase and provide You with related customer service;
- i) for proper administration of the of the Mobile App;
- j) to conduct internal reviews and data analysis for the Mobile App (e.g., to determine the number of visitors to specific pages within the Mobile App);
- k) to provide it for scrutiny by any statutory, regulatory or any other governmental authority or any other agency as advised by government or any judicial body.

5. Retention of Data.

We have a right to retain the data in relation to transaction on Our Mobile App or any other information provided to Us.

6. Disclosure of Information.

- 6.1. You hereby expressly agree that the Mobile App may share the Information collected from You with its affiliates, employees, agents, third party service provider, sellers, suppliers, banks, payment gateway operators and such other individuals and institutions located within or outside India from time to time to ensure efficient management of Your account and to provide services to You, to detect and prevent identity theft and other illegal acts, to provide specialized response to legal, judicial, quasi-judicial law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law and for such other purposes that the Mobile

App may deem fit from time to time.

- 6.2. You hereby agree and acknowledge that sharing of such Information shall not cause any wrongful loss/gain or damage to either the User or to any third party.

7. Security.

- 7.1. We strive to ensure the security, integrity and privacy of Your Personal Information and to protect Your Personal Information against unauthorized access or unauthorized alteration, disclosure or destruction. We adopt all reasonable measures to prevent unauthorized access to Your Personal Information.
- 7.2. We reserve the right to conduct a security review at any time to verify Your identity. You agree to provide Us with all the information that We request for the security review. If You fail to comply with any security request, We reserve the right to terminate Your account with Us and prohibit Your access to the Mobile App.
- 7.3. We are not liable and cannot be held liable for any breach of security or for any actions of any third parties that receive Your Personal Information.
- 7.4. Notwithstanding anything contained in this Policy or elsewhere, We shall not be held responsible for any loss, damage or misuse of Your Personal Information, if such loss, damage or misuse is attributable to a Force Majeure Event (*as defined below*).
- 7.5. Further please note that We don't ask You to share Your password, credit card, online banking details with us. Please don't respond to any such emails. We shall not be held responsible for any loss, damage caused by responding to such emails and sharing information with third parties.

A "**Force Majeure Event**" shall mean any event that is beyond Our reasonable control and shall include, without limitation, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, etc.

8. Link to Other Mobile Apps.

- 8.1. Our Site may provide links to other sites. These links are provided for Your convenience only and the provision of these links does not mean that sites are related or associated with Us. Please note that these Mobile Apps have their own terms of use and privacy policies. You should check their privacy policy before You submit Your Personal Information or any other data with them. We don't guarantee the content and the security of those sites.
- 8.2. We may have certain features on Our Mobile App, which may be hosted by third parties, Your interaction with such features shall be governed by the privacy policy of such third parties.
- 8.3. We shall not be responsible for any loss, damage, claim or expense caused as a result of accessing these third-party sites and features.

9. User Discretion

You can always choose not to provide information and in such cases, if the information required is classified as mandatory, You will not be able to avail of that part of the Mobile App, services, features or content.

10. Communications.

- 10.1. We may contact You via the e-mail address and phone number as provided by You to Us. You may also receive system-generated transactional e-mails such as confirmations, notification of receipt of payments, notification of password changes etc.
- 10.2. You hereby expressly consent to receive communications from Us through Your registered phone number and/or e-mail id. You agree that any communication so received by You from Us will not amount to spam, unsolicited communication or a violation of Your registration on the national do not call registry.

11. Revision of the Policy.

- 11.1. We reserve the right to change this privacy policy, at any time and at Our sole discretion. Any changes will be effective upon posting of the revisions on the Mobile App and We may send You an automated e-mail to Your registered e-mail ID informing about the changes made.
- 11.2. Unless otherwise specified by Us, revised policy will take effect automatically and be binding on and from the day they are posted on the Mobile App. By continuing to access, You will be deemed to have agreed to accept and be bound by such revised policy. If You do not agree to the revised policy, You should discontinue accessing Our Mobile App.

12. Grievances.

If You have any concern, question, grievance or complaints in relation to the Mobile App or its content, or this Privacy Policy You can contact Us at support@wobot.in.

13. Governing law and dispute resolution.

- 13.1. This Privacy Policy shall be governed by and construed in accordance with the laws of India. All disputes in relation to these Terms will be adjudicated exclusively before a competent court in New Delhi, India only.