

Your Privacy is important to Data Resolve. This Privacy policy of Data Resolve and its affiliates ( hereinafter referred to as “Data Resolve”, “we”, “us”, or “our”) covers in particular, what type of information we collect, how we collect, use, disclose and transfer the personal information that you provide to us or that we collect about you:

- When you use <http://www.dataresolve.com/> (and any of its sub-domains (the “Website”));
- When you do business with Data Resolve ; and/or
- As otherwise described in this policy.

This Privacy Policy is effective from **5th July 2016**.

We may update this Privacy Policy from time to time by posting a new version on this website, so please check back regularly to keep informed of updates. Your use of the Website means you agree to this Privacy Policy, if we revise and update this Privacy Policy, you will be deemed to have accepted such amendments by your continued use of the Website after the effective date.

The Privacy Policy is published in compliance of, and is governed by the provisions of Indian law, including but not limited to: the (Indian) Information Technology Act, 2000, and the rules, regulations, guidelines and clarifications framed there under, including the (Indian) Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011 (SPI Rules).

BY USING THE WEBSITE, SERVICES, AND/OR BY REGISTERING WITH US, YOU ACCEPT THE PRACTICES AND POLICIES OUTLINED IN THIS PRIVACY POLICY, AND YOU HEREBY CONSENT THAT WE WILL TRACK, COLLECT, USE, AND SHARE YOUR INFORMATION IN THE FOLLOWING WAYS. IF YOU ARE REGISTERING AN ACCOUNT OR USING THE SERVICES ON BEHALF OF AN INDIVIDUAL OR ENTITY OTHER THAN YOURSELF, YOU REPRESENT THAT YOU ARE AUTHORIZED BY SUCH INDIVIDUAL OR ENTITY TO ACCEPT THIS PRIVACY POLICY ON SUCH INDIVIDUAL’S OR ENTITY’S BEHALF.

## **1. What Information do we collect?**

For the purpose of this Privacy Policy, “personal information” as defined under Section 2(i) of the SPI Rules means, any information that relates to a natural person, which, either directly or indirectly, in combination with other information available or likely to be available with a body corporate, is capable of identifying such person.

“Sensitive personal information” as defined under section 3 of the SPI Rules means such personal information which consists of information relating to:

- (i) Password;

(ii) Financial information such as Bank account or credit card or debit card or other payment instrument details;

(i) Any detail received under above clauses by body corporate for processing, stored or processed under lawful contract or otherwise.

**General:** We receive and store information that you enter on our Website or give us in any other way, including personal information and sensitive personal information as stated above and such other information as provided by you, for example when you make inquiries about the Website or about Data Resolve partners, products or services (whether via the Website or otherwise).

We require the users who register to our Website to give the following type of information:

(i) Name of the user;

(ii) E-mail Address;

(iii) Address;

(iv) Credit card/debit card/demand draft/wire transfer information required to be furnished by you while making payment for the our services.

**Information that we automatically collect when you use the Website:** When you use the Website, following information are collected by us automatically:

- Navigation and click-stream data
- HTTP protocol elements
- Search terms

**Some of the information are also collected automatically through the use of cookies\*.**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Personal Information we collect when you register with us online or create an online account:** You can browse the Website without registering with us or creating an online account. However, in order to access certain resources or services via the Website (e.g., to access technical alerts or to join technical forums), you will need to register with us. In order to register and create an online account, we collect certain personal information about you such as:

- Customer Name:
- Designation:
- Company Name:
- Email Address:
- Mobile Number:
- Website:
- City:
- Country:

**Information we collect when we obtain online report from you:** We collect your information like Organization name, Name of person reporting issue, email address and contact detail in the context of online reporting from you.

**Personal Information that we collect when you do business with Data Resolve:** We may collect and process Vendor or Business Partner Data when you conduct business with Data Resolve as, or on behalf of, a vendor, supplier, consultant, professional adviser or other third party. "Vendor or Business Partner Data" means information relating to an identified or identifiable natural person that Data Resolve receives from or on behalf of a vendor, supplier, consultant, professional adviser or any other third parties that do business with Data Resolve, whether or not such natural person is also a Website user.

Examples of Vendor or Business Partner Data include:

- Contact details of a point of contact for its Vendor or Business Partners (such as name, business phone numbers, business address);
- Business contact information (such as name of organization and website details);
- If you also hold an online Data Resolve account, we add any purchase information we collect, including details of the purchase and your business address, to your online account information.
- Credit card/debit card/demand draft/wire transfer information required to be furnished by you while making payment for the our services

## 2. How We Use Your Information

**Personal Information:** We use or may use your personal information for the following purposes (or as otherwise described at the point of collection):

- Creating and administering records about your online account (if you have one), including your organization's purchase history;
- To provide you with information, access to resources or other products or services that you have requested from us on behalf of your organization;
- To send you customer service-related communications, including in relation to administering your organization's online account and providing online services to you on behalf of your organization;
- To provide technical product support to Customers and to enhance Customer technical product support services.
- To deal with communications and to personalise all communication that you send to Data Resolve or as sent by us;
- To request your feedback;
- Your email address/residential address will be used for confirmation/acknowledgement and to communicate regular updates with respect to products and services of Data Resolve.
- To complete and support the current activity, Website and system administration, research and development, and to improve the navigation and content of the Website;
- To carry out User analysis, User profiling and decision making\*\*;
- To improve the Website; and
- To improve our products and services.

\*\*The user is allowed to opt-out of this usage. We use tools to measure Website visitor performance, click data, engagements with content on the Website, pathing, form completions, etc. When aggregated, we use it to analyse user behaviour and make decisions about how to improve the user experience.

We and our business partners may contact you by mail, telephone, email or other electronic messaging service with offers of goods, services, promotions or other information that may be of interest to you in accordance with your communication preferences.

**Generalized (non-personal) Information:** Without disclosing your identifiable information, we may generate, use and disclose aggregated (anonymous and generalized) information and statistics about the Website for marketing and strategic purposes. Similarly, we may generate aggregate usage and statistical information related to customer's and end-user's use of the Products in order to facilitate analysis

and comparisons. However, no individual will be individually identifiable from these information and statistics.

### **3. Accessing and Updating Your Personal Information**

Data Resolve seeks to ensure that your information and preferences are accurate and complete and you have the right to update your information and/or preferences at any time. If you wish to do so, let us know by sending an e-mail with your name, full mailing address and e-mail address to [info@dataresolve.com](mailto:info@dataresolve.com) together with a description of the changes you request.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

You may also make changes by writing to Data Resolve at:

Attention:  
Data Resolve Technologies Private Limited  
Level 2/F, Elegance Tower,  
Jasola, Old Mathura Road,  
**New Delhi 110025, INDIA**

### **4. Protecting Your Information**

Data Resolve acknowledges your trust and is committed to protecting the information you provide to us. To prevent unauthorized access, maintain accuracy, and ensure proper use of information, we have employed physical, technical, and administrative processes to safeguard and secure the information we collect.

Website users can help further protect their personal information by using a secure web browser and by changing your access passwords regularly.

We will never share, sell, lease or rent your personal and sensitive information with or to any third party without your advance permission or unless ordered by a court of law. Information submitted to us is only available to employees managing this information for purposes of providing services to you, processing your request, or sending you e-mails related to your interest in Data Resolve.

We may also disclose certain information to third parties solely to help diagnose technical problems, to administer the Website, and improve the quality of the services provided by us.

Please note that data transmission over the Internet is not 100% secure and any information disclosed online can potentially be collected and used other than by the

intended recipient. Please be aware that, by posting information to the technical forum via the Website, you may be making this information available to the public. You should be careful not to reveal any sensitive or other personal details about yourself.

## **5. Retention of personal information**

Data Resolve will only keep your personal information (i) for as long as is necessary for the purpose or purposes for which it was intended; (ii) for the purposes of performing or fulfilling a contractual obligation with the organization that you represent; (iii) for as long as required by law; or (iv) where applicable, for as long as Data Resolve may be sued.

## **6. Monitoring and Compliance**

We may monitor, store, review and disclose to third parties any information, including your personally identifiable information, obtained on or through the Website as may be needed or requested to satisfy any applicable governmental law, regulation, investigation or proceeding. Data Resolve may also disclose your personally identifiable information (1) where such disclosure required by law; (2) to protect Data Resolve's legal rights to the extent authorized or permitted by law; or (3) in an emergency where the health or safety of you or another individual may be endangered, to the extent permitted by law. Additionally, we may use IP addresses to identify a particular user if we believe it is needed to enforce compliance with these terms or to protect our company, employees, Website, or customers. We may also use your IP address when necessary to help diagnose problems with our server and to administer our web site. We also may track browser types to help us understand our visitors' needs related to our web site design.

## **7. Copyright Protection**

All content on the Website including graphics, text, icons, interfaces, audio clips, logos, images and software is the property of Date Resolve and/or its content suppliers and is protected by Indian Copyright Law. The website can be used only for the purposes as permitted by Date Resolve from time to time. Any other use, including the reproduction, modification, distribution, transmission, republication, display or performance, of the content on this website can only be made with the express permission of Date Resolve.

## **8. Consent/ Dispute**

By using this Website, you consent to the terms of this Privacy Policy and to the use and management of personal information by Data Resolve for the purposes and in the manner herein provided. Should this Policy change, Data Resolve intends to take every reasonable step to ensure that these changes are brought to your attention by posting the updated Privacy Policy on the Website. Your visit and any dispute over privacy are subject to this Privacy Policy. The said Privacy Policy shall be governed by and construed

in accordance with the laws of the Republic of India. Further, it is irrevocably and unconditionally agreed that the courts of Delhi, India shall have exclusive jurisdiction to entertain any proceedings in relation to any disputes arising out of the same.

## 9. Contact Us

If you have any questions or concerns about our use of your information or about this Privacy Policy, please send an e-mail to [info@dataresolve.com](mailto:info@dataresolve.com) or write us at:

Attention:

Data Resolve Technologies Private Limited

Level 2/F, Elegance Tower,

Jasola, Old Mathura Road,

New Delhi 110025, INDIA

In your e-mail or letter, state your question or concern as clearly as possible.